

June 1990

The National Locksmith[®]



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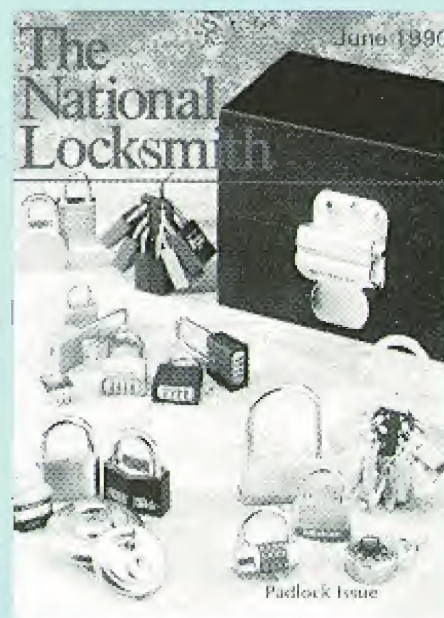
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We have received a whole bag of mail from our readers on the subject of whether or not locksmiths should computerize.



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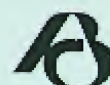
Products featured are courtesy of the following companies (clockwise from back left): American Lock Co.; Hartwell Commercial Division; Master Lock; Abus Lock Co.; and CCL Security Products.

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you wish to read**

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Commentary

Communicating With The Customer

How well do you communicate with your customers? Remember, you are communicating ideas and information to the customer even before you meet him. Your advertising, for example, speaks to the client. If he sees your name as *AAA-Cheaper Locksmith*, the customer gets a different impression of you than he does if your name is *Prestige Locksmiths, Ltd.*

Is one of these better than the other? It just depends on what you are trying to communicate to the public. If you want people to know that you work cheap, the first name is best. If you want folks to believe that you are an elite firm, providing quality products and services, then the second name is best.

How well does your vehicle communicate your message? Truck decals are an inexpensive and effective method to publicize your company. Of course, decals work better when the truck is reasonably clean and in decent condition. The same can be said for your attire. No, there's no need to show up for the job wearing a tuxedo. But a clean uniform is the perfect place for a patch with your shop name and telephone number.

With a little additional effort, you can improve your communications with the public. And let me tell you that it is worth the effort. It comes down to dollars and sense. Most people choose to deal with companies that project a professional image. Understand that your name, your vehicle, your uniform—even the way you answer the telephone—all communicate a message. Just be sure that the message is one you can be proud of.

Last month the locksmith industry lost a great friend. Bill De Forrest, Sr. of Major Lock Supply passed away on May 8, 1990. Bill was not just a locksmith wholesaler. He was a good friend to many locksmiths and manufacturers alike. He always had time to help advise us on how to improve our products and our companies. He did this not for personal gain, but rather as a favor when we looked to him for guidance.

"Senior" had a tremendous commitment to this industry and he always fought to improve it. His efforts to improve life often took the form of charitable work. Bill was very active in a number of charities. But perhaps his favorite was the Make-A-Wish Foundation. This group

raises funds to grant wishes for children suffering from life threatening illnesses. It gave Bill much pleasure to bring happiness to a seriously ill child.



Last winter, Major Lock Supply held a benefit and donated the funds to the foundation. The funds were used to grant a wish for Laurel, an 8 year old girl with leukemia. Her wish was to meet her hero, former president Reagan. Laurel and her family traveled via limousine to meet President Reagan who greeted her warmly. The girl and her family then were treated to lunch and Laurel received some special presents.

I know that I will miss Bill De Forrest, Sr. He was always willing to spend time with anyone who asked for his help. He was a good man. Donations may be made to Make-A-Wish Foundation of Orange County, Inc., 881 Dover Dr., Suite 35, Newport Beach, CA 92663.



Marc Goldberg
Editor/Publisher

Letters

Comments, Suggestions and Criticisms

The National Locksmith is interested in your view. We do reserve the right to edit for clarity and lengths. Please address your comments, praise, or criticism to: Editor, The National Locksmith, 1533 Burgundy Parkway, Streamwood, IL 60107. All letters to the editor must be signed.

Locksmith Advises Picking Auto Door Locks

Dear Marc:

I think every locksmith knows something they assume everyone else knows. I'm sure there are thousands of "little tips" floating around out there.

In talking to friends in the field, I discovered not everyone, when faced with opening a Ford product with the 10 wafer system, picks the door lock open.

Safe openings make my head ache, while Best systems leave me taking my shoes off to count. Opening a Mercedes sends me into the night muttering words my old Drill Sergeant taught me.

But those 10 wafer door locks. What a joy. I have always been able to pick them open.

It is a simple wafer lock with no side bar and everyone who dares to own a pick set can pick it open.

The wafers are at the bottom of the lock, and some pick open left, some right, but they all pick easily. A quick rake usually does it.

Practice a little and discover how good it feels to be a "step above" the police and tow truck drivers. Your confidence will grow and you will find yourself picking fifty-percent of all your car lockouts except GM.

It doesn't hurt to occasionally leave the customers shaking their head in amazement.

Paul Jones
Michigan

Article Helps Lock Museum

Dear Marc:

I would like to thank you for the excellent article on the Lock Museum of America in the April 1990 issue of *The National Locksmith*. It really looked great and should bring excellent results.

Last October, Connie Maffey donated every issue of *The National Locksmith* from 1963 to 1989 for our museum library. We already had all the issues from 1953 to 1963.

Would it be possible to add the Lock Museum of America to your mailing list to keep the issues up-to-date?

Tom Hennessey
Connecticut

Editor's Note: Said and done, Tom. We are now donating a monthly issue to the museum.

Reader Enjoys Informative Supplement

Dear Marc:

I would like to thank you and Silca Key Services for the April Supplement to *The National Locksmith*. This is the best, most complete, and informative key reference guide we have ever had. Please keep the supplement material coming. These are sometimes the only product information we ever get.

I have almost quit using Readers Service cards because in most cases if we get a reply at all, it is a reprint of the old page. What we usually need is in-depth information and service material on the product.

Some ads refer us to our suppliers, who usually don't have the material. I have tried suppliers for as long as four months and gave up trying to find another product.

The manufacturers advertise to sell their product to us with no available information. This carries us back to an age old cliché, "You can't do business from an empty wagon."

C.W. McCurdy
Georgia

Locksmiths Obsessed With Car-Openings

Dear Marc:

Just a note to let you know that I think you have done some really great

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things with *The National Locksmith*. I have enjoyed reading your Commentaries (most of them anyway). I especially liked what you said about locksmiths being obsessed about cops opening cars.

Even when I was teaching the All-Lock seminars on car entry, I always told the students, if a locksmith depended entirely on car openings to make a living, he did not have much of a locksmith business. I consider car openings to be fill-in work or a necessary service for regular customers needing it.

I have an idea for an article that would be titled "We have found the enemy and he is us!" It may not be good grammar but is quite true. When I see yellow page ads advertising lowest prices in town, no service call charges, no charge for after-hours, etc. I wonder how these people expect to get by. I think they should be concentrating on improving themselves and their businesses rather than being so concerned about cops opening cars and such. I will put together an article, very carefully not identifying any location, shop or person and send it to you to see what you think about it.

Again, you have done tremendous things with your magazine and I am not the only one who has noticed. Keep up the good work and best wishes for the 1990's.

Charlie Cole
New Mexico

Editor's Note: Thanks for the kind words, Charlie. We like compliments. Strangely enough, we also get a kick out of hate mail. Cut rate prices and profitability do not always mix.

Phone Politeness Projects Favorable Image

Dear Marc:

We are judged constantly when we are in contact with the public, from the moment we receive the first telephone call to the last one at night. Our image is the sound the perspective customer hears on the telephone line. How we answer the first ring will determine his reaction.

"Good morning. This is the traveling locksmith. Mike speaking," is the correct response. The tone of the voice must be pleasant and there should be a smile on your face since the telephone call means dollars signs for you or your company.

But if you respond "*Locksmith*" in an annoyed voice if the ringing interrupted you, the perspective customer hears and senses it, and you have been judged unfavorably. Most contacts with your customers are over the telephone, and the customer must be the king for you. Since he is the person putting the money in your pocket, there must be customer satisfaction.

And now we come to what clothes to wear. Clean uniforms are a must. When you have contact with the public, you are judged unfavorably if you wear dirty clothes. In front of the paying public, you should have a clean uniform.

I have seen some locksmiths I would not have in my own house, and especially not protecting me from the criminal element. Mind you, those people may have been the most honest and best locksmiths, but the public will judge them badly. So please, if you care about this industry at all, try to improve the image.

Robert R. Weiss

Florida

Editor's Note: We have also called some lockshops and have had our call answered in a rude manner. It does create a terrible impression which can be difficult to overcome.

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Reader Confronts Locksmiths' Identity Crisis

Dear Marc:

I just read your Commentary for February and I fully agree with your assessment that we locksmiths suffer from an identity crisis. Just who are we? What are we? Why are we? I am amazed at the responses I get from people who ask the basic question of "What do you do for a living Mr. Adcock?" When I tell them I am a locksmith they just don't know how to deal with that.

My business is located in a college town and if you don't have a college education you are considered one of the "little people," a poor thing to be pitied. They never stop to think that I went to college in order to be able to choose my own future and that choice just happens to be locksmithing. The fact that I probably have more formal education than most of my accusers never gets through unless they just happen to notice that I do possess some linguistic skills, especially when speaking my native tongue which is English.

I wear uniforms which have my name embroidered on the back. They are very nice and very expensive. My

van is well marked with professional van graphics. I cannot do a job without someone asking me, "Oh, do you cut keys? Gee! I knew you were a locksmith but I didn't know you cut keys also."

My biggest problem is not how to do a particular job for I am a good enough locksmith by now to be able to handle all I need to make a very good living. My self-esteem is high because of the inner qualities I have developed over the 45 years of my life and the self confidence I have in knowing I possess unusual marketable skills.

My biggest problem is that of an identity crisis. I know what I do and what it is people pay me to do but public awareness is staggeringly deficient. If you open a car you are bound to get a snide remark from someone about the skills of people in the big city and how fast they can get into a car without any training at all. People are always intrigued by someone who can pick a lock or manipulate a safe open and they are quick to suggest that it would be really nice if we could just go somewhere after hours and rip-off some unsuspecting member of the community. Occasionally, they will ask you, "Is there enough business to keep you busy?" and their condescension is

killing. You know you have just been classified one step higher than a garbage man and one step lower than a handyman.

If we are to overcome our identity crisis we must attack the problem where we can be the most effective. We can only overcome public misconception by changing the way we are perceived in the field. As professionals, we need to clean up our act. Perhaps we can start by shaving every day and washing our vehicle (if we charge correctly we can even drive a van with van graphics on the side in lieu of that old beat up Studabaker with the missing muffler). We can wear a uniform with the shirt tail tucked in and hand out clean crisp business cards instead of ratty-eared and torn pieces of soiled cardboard. Remember, first impressions are very important and a customer has only a few things upon which to base his opinion of us.

Jim Adcock
Pennsylvania

Locksmith Guild Seeks Recognition

Dear Marc:

I am an avid reader of your

Continued on page 96



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Technitips

Helpful Hints from Fellow Locksmiths



Send me your Technitips. Who knows, you may be our next winner! c/o The National Locksmith, 1533 Burgundy Parkway, Streamwood, IL 60107

by Robert Sieveking

June's Best Tip

This Technitip concerns a method of removing a broken key from a foreign automotive ignition, specifically, the German ignitions found in the Audi, Volvo and Volkswagon, having two rollers that close together, shielding the ignition against picking and broken key removal.

To open the rollers and gain access to the broken portion of the key the head and remaining piece of the key was inserted into the face of the lock plug. The grooves of the key profile were used as a guide, to perfectly position and guide wire hooks into the grooves and alongside the broken tip of the key. After the wire hooks had been pushed in as far as possible, a slight twist of the wire caused the hooks to "bight" into the broken tip

of the key.

The bow and broken piece of the key, inserted into the keyway to open the shutter, also acts to push those wafers that would prevent the key from being removed, out of the way. Pulling tension is applied to the wire key extractor hooks as the tip of the key is used to eject the bow and upper portion of the broken key. The whole key will ease up out of the keyway "together."



Win a VATS Decoder From All-Lock!

Each month, All-Lock will award one of their A-7000 VATS Decoders to the best automotive Technitip submitted this month. If you would like a chance to win a free decoder from All-Lock, simply submit your automotive tip exclusively to *The National Locksmith*. Tips submitted to other publications cannot be considered.

All-Lock's A-7000 makes it easy to diagnose system failures, service the column and select the correct key blank. This sophisticated tool is easy to use and is completely portable. Long wire leads are easy to use in cramped automotive situations.

Submit your tip, and win today!

If you pull the head portion of the key, the wafers will spring into the keyway and the roller shutters will close on your extractor(s) preventing the tip of the key from being removed.

This Technitip works well on the German style ignitions and it will also work on the Honda ignitions using the HD-71 (Taylor X71, Ilco HD-700) key. Remember, "follow" the head of the key out using the tip.

How To Enter

All you need to do to enter is submit a tip, covering any aspect of locksmithing to *The National Locksmith*. Certainly, you have a favorite way of doing things that you'd like to share with other locksmiths. Why not write it down and submit it to: Robert Sieveking, Technitips' Editor, *The National Locksmith*, 1533 Burgundy Parkway, Streamwood, IL 60107.

Tips submitted to other industry publications will not be eligible! So get busy and send in your tips today! You may win cash, merchandise, or even one of many key machines or code book sets! At the end of the year, we choose the winners of the listed prizes.

Last year dozens of people walked off with money and prizes. Wouldn't you like to be one of the prize winners for 1990? Enter today! It's a lot easier than you think!

Every Tip Wins 'Locksmith Bucks!'

Yes, every tip published wins a prize. But remember, you must submit your tip to *The National Locksmith* exclusively. Each and every tip published in Technitips wins you \$25.00 in Locksmith Bucks! Use this spendable cash toward the purchase of any books or merchandise from *The National Locksmith*. You also receive a Bonded Locksmith bumper sticker, decal and patch. Plus you are now eligible for the really big prizes!

Best Tip of the month prizes!

If your tip is chosen as the best tip of the month, you will win \$50.00 in cash as well as \$35.00 in Locksmith Bucks! Plus you will receive a quartz Locksmith watch, a Bonded Locksmith bumper sticker, decal, patch and a Locksmith Cap. Plus, you may win one of the annual prizes.

Do not pull on the head.

If you have problems with key extractors, try straightening out a small gauge fishing hook. Grip the shank of the hook in a pin vise. Hooks with multiple barbs on the shank, designed for holding bait, make good key extractors. Try these tips, you will like the results.

Bill O'Dwyer
Connecticut

Automotive Tip of the Month
This tip is the winner of the All-Lock A-7000 VATS Decoder. All-Lock will award a decoder to the best automotive tip each month of the year.

No matter how hard you try to keep up with those foreign auto replacement

caps, you will occasionally come upon a door or trunk cylinder that must be serviced by removing the face cap and you will not have just the right cap to make the replacement. This Technitip can save the day if you find yourself in this situation.

Use a Dremel tool and a fine abrasive cut-off wheel to slit the underside of the face cap. (See illustration 1.) Slit the cap approximately every 1/4" around the edge as shown. Be careful not to cut the cap beyond the edge of the fold, if you want this method to be totally invisible. After slitting the cap, carefully bend each of the tabs outward with a small screwdriver. Bend the tabs only enough to free the cap. After servicing the lock, assemble the spring door, cap and cylinder in the normal fashion. The face cap can be re-crimped around the lockcase, leaving the face untouched

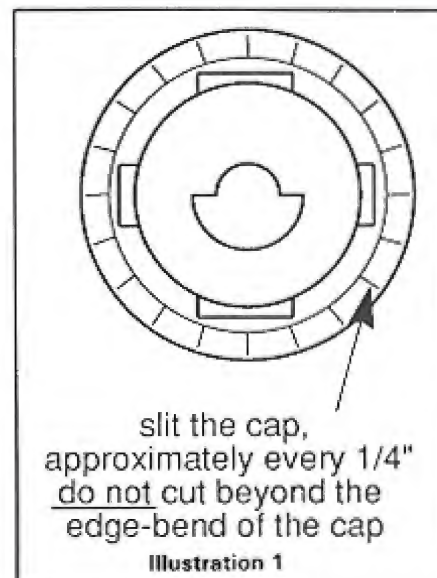
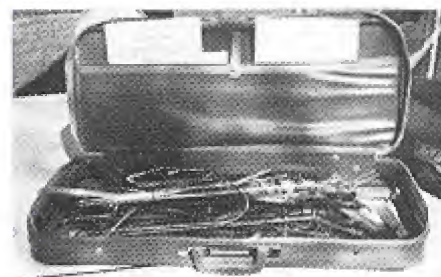


Illustration 1

and in perfect condition. This method also works well on Mazda locks.

Stephen E. Schultz
Wisconsin

My tip is for a convenient storage case for all those car opening tools that never seem to find a permanent home in the van. I found that the Adidas tennis racket case shown in photograph two, is just the right size to conveniently store even the longer under glass tools and flex lights that have become popular lately.



2. Tennis racket case used for tool storage.

The case can be purchased at a discount store for just under \$10. Storage pockets in the top of the case are convenient for paperwork and reference materials.

L.B. Stacy
Tennessee

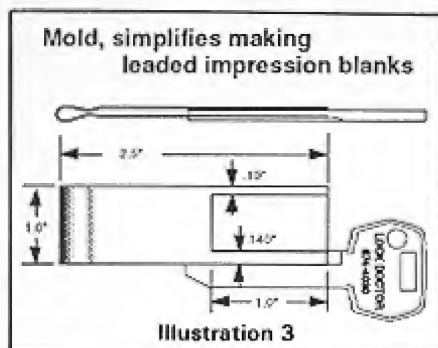
This Technitip is for a method I have developed for making lead impression blanks. To simplify making the leaded impression blanks, I have developed the clip mold as shown in illustration three. The clip was made from a piece of stainless steel, preventing the solder from sticking to it. There are two widths of fingers on this mold, to

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accommodate the thinner foreign auto blanks and other cylinder keys. Dimensions shown can be adjusted to suit your particular need.

To make a leaded key blank, cut all the positions of the key to their maximum depth, de-burr and apply a light coat of flux to the blank inserting it into the mold. Hold the mold in a vise and fill the cut away area of the key with 50/50 solder. After the key has cooled, trim and shape the leading with a file. The key is complete. This makes impressing a snap.

A second tip, that deals with impressing, is a handy light source for those night jobs. If you attach a piece of self adhesive Velcro tape to your flex light, and sew a mating piece to your work cap, you will be able to fasten the light to your cap and position its high intensity light over the key while leaving both hands free to hold and file the cuts.

Greg Modders
Michigan

Editor's Note: If you file lead or other soft materials with a Swiss pattern impression file, you will likely ruin the file. Use only a single cut file for soft materials. Leaded blanks have never been a favorite.

I'm sure there are some locksmiths out there that have enough "used-but-nice" locksets and deadbolts to make this Technitip a winner. I finally got tired of looking at the pile of really good used locks that I hoarded for the last few years and decided to turn them into cash.

After cleaning and gleaning the good parts, I found that I was able to assemble enough good locks to make a sizeable display of "used-but-nice" locks to satisfy some of my customers who are not able to afford new locks. The used locks let them get a measure of security they might not otherwise be able to afford, and the cash certainly is easier to store than the boxes of dusty old locks. You will be surprised at how

many of these old locks you can sell if you clean them up and price them reasonably.

John Mussell
Idaho

There was a time when the Schlage A53PD could be quickly and easily converted to an A80PD, storeroom function lock by installing a "spindle wedge," part number 501-615. Through a product improvement or design modification to the outside spindle hub

plate, the spindle wedge no longer fits current production locksets.

My Technitip is to remove the outside hub plates from a few of the old A53PD series locks, as they are removed from service. Keep the plates, together with the spindle wedges to be installed as necessary in new locks as the need arises. (See illustration 4.) Converting a standard entry function lock to an always locked function is a fairly common request. Being able to convert the lockset, without replacing it, can be the difference between a satisfied customer and a wait for parts.



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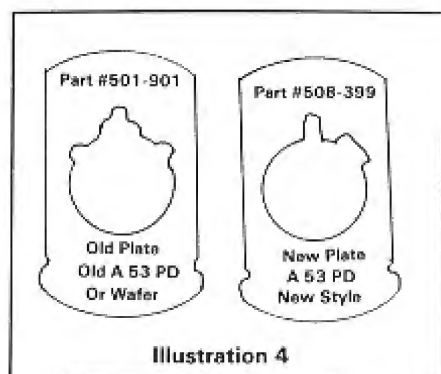


Illustration 4

Charles Frazer
California

This tip concerns masterkeying of the small job as well as the larger jobs. Most commercial cylinders will be 6 pin, but they are commonly keyed in only five positions.

If you find it necessary to combine a cylinder or group of cylinders to exclude all existing keys but use a key that will still operate the other cylinders in the system, simply activate the sixth position of the cylinder by installing a spring and top pin, and issuing the grand master pin on a six pin blank. Key the last position of the cylinder, and the five pins will no longer operate it.

The sixth pin key should enter and operate all the other cylinders in the system without a problem. If five pin cylinders are encountered in other locks of the system, the new six pin key may not enter the plug far enough to operate the lock, so check the other cylinders with a six pin key before you leave the job. To restore the cylinder to normal operation, simply remove the pins and spring in the sixth position.

Ed Hoffman
Michigan

This Technitip is for those rare occasions when it is, for some reason, necessary to replace the face cap of a Chrysler products door cylinder. I found that the ASP cap number P 19-202 (for the Honda auto) will fit the face of the cylinder nicely.

The only other option would be to replace the entire cylinder assembly and combine it to match the other locks of the auto.

Jim Cooke
Arizona

This Technitip concerns the opening of some of the newer Toyota autos. The linkage, placed high in the door, is shielded by the lower portion of the side glass and the heavy rubber tube encases and protects the lock linkage from most opening tools.

I have been working on an easier method of opening these cars. The tool I have found best suited for this opening is the HPC CO-57. A simple under glass button tool, but it requires a little special instruction for this particular opening.

Wedge the glass and use a flex light to guide the tool under the glass and along the lock button rod up to the metal box shielding the underside of the lock button. Using the flex light, you will see that the button rod enters a "sealed" enclosure, designed to prevent the button from being manipulated.

Using the tool to poke "up" around the bottom of this enclosure, you will find a "drain hole" which will allow your tool to enter under the button. Manipulate the tool to lift the lock button and unlock the door. I have used this method on a number of the late model Toyota two and four door models, with great success.

David Venti
New York



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Newsmakers

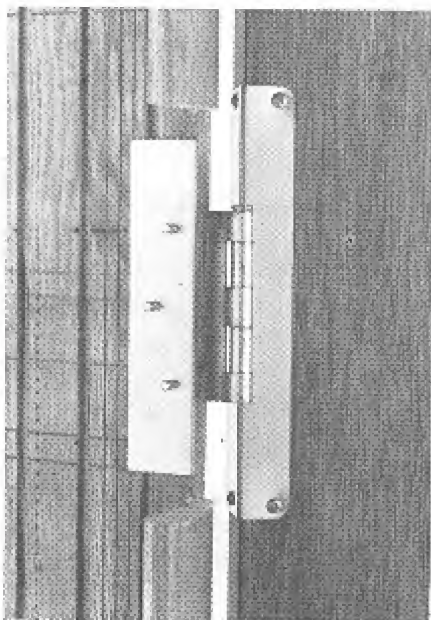
New Products and Industry News

MDM Products' New Door Hinge Repair Kit

The door hinge repair kit from MDM Products is a two-piece device used to strengthen and repair door hinges.

This device, used on all wooden, metal, interior, and exterior doors, has screw patterns of 3", 3½", 4", 4½" hinges, and can be built into a 1¼"-1¾" thick door.

It is a two-piece unit with a mounting bracket containing a reinforcement plate with screw holes located inside it. This allows for original screw patterns.



Circle 397 on Rapid Reply

M.K. Morse Repackages Hole Saw Kits

M.K. Morse offers its "AV-Type" variable pitch bi-metal hole saw kits in new, high-impact, black polyethylene cases. The new packaging is lighter, and easier to carry while the custom cavities keep hole saws and arbors in proper position.



The new repackaged "AV" kits include the AV01 maintenance kit, AV02E electricians' kit and the AV04P plumbers' kit. Each kit contains popular sizes of hole saws for installation of pipe and/or conduit up to 2".

Variable pitch, bi-metal, separate arbor hole saws feature a high speed M3 cutting edge with varying tooth sets and gullet depths (four to six teeth per inch). The variable pitch design offers faster, easier cutting and longer life for reduced labor and tool costs in a wide range of applications.

Circle 398 on Rapid Reply

Lucky Line Expands Ball Chain Line

Luck Line has expanded the stock of ball chain spools and connectors to include four sizes of No. 3, 3/32" ball diameter; No. 6, ¼"; No. 8, 5/32", and No. 10, 3/16".

Connectors are available in all sizes while couplings are only available for sizes 8 and 10. Ball chains attach with a screw, rivet or bolt so the chain can be removed if necessary. This attachment is available for sizes 8 and 10. Permanently attached couplings are available in sizes 6, 8 and 10.

Nickel plated brass connectors, couplings and end rings are supplied in packages of 100.



Circle 399 on Rapid Reply



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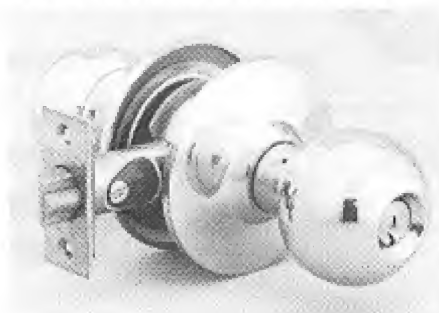
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U.S. Lock's New Heavy Duty Lockset

U.S. Lock Corporation introduces the Premier 2010 heavy duty lockset, featuring the ability to key into existing key systems and includes a 10 year warranty.

The Premier contains a solid brass 6 pin cylinder, available in Schlage, Weiser, Kwikset, and U.S. Lock keyways. All keyed functions furnished with U.S. Lock Security Bow™ keys, come standard with a 2 3/4" backset, 1/2" throw U.L. Listed latchbolt.

The Premier, available in three popular knob designs, comes in a variety of architectural finishes and is packaged in an attractive full color shelf box.



Circle 304 on Rapid Reply

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Schlage July Oktoberfest During ALOA Convention

Schlage Lock Company announced it will be sponsoring an Oktoberfest reception for members of ALOA at the Chicago convention on Saturday, July 14, from 6:30-8:30 p.m.



The Oktoberfest will be in the International Ballroom of the Hyatt Regency O'Hare. Refreshments and a German band will be provided.

This event will mark the first year introduction of both Primus high security cylinder and Key 'N Keyless electronic residential lock.

Circle 305 on Rapid Reply

R&D Picking Tools For GM Side-Bar Lock

A set of tools available from R&D Tool Company simplifies the picking and decoding process of the side-bar lock.

With cars having remote radio controls, electric door locks, VATS system, or air bags, this tool will allow checking the car's layout before beginning to open.

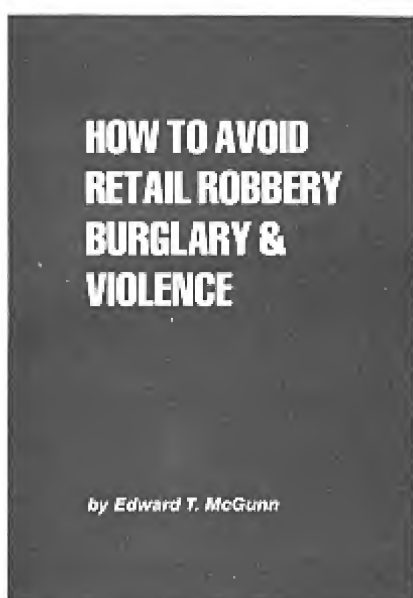


Circle 306 on Rapid Reply

McGunn Safe's New Anti-Theft Book

A new 18-page book, *How To Avoid Retail Robbery, Burglary and Violence* is available free from the McGunn Safe Company.

This book, containing important steps on how to avoid robbery and violence and what to do after a robber leaves, also includes recommendations on minimizing employee theft, and precautions to take to avoid burglary. The book has easy-to-read charts, graphs, and descriptive photos.



The book contains important information for retailers, managers, business owners, security directors, and others in a cash business needing crime and violence deterrence.

Circle 308 on Rapid Reply

Andrew's Stocks Transformable Light

A transformable light, available at Andrew's Wholesale Lock Supply, converts from a high intensity flashlight to a hands-free headlamp in seconds.

Designed by Streamlight, Inc., TopSpot utilizes a long-lasting krypton bulb, outshining conventional flashlights five to one with the headlamp weighing only 7.9 ounces with batteries. It converts to a 45-degree tilt comfortable for professional, recreational, and home use.

TopSpot also features a locking on-off switch, fingertip adjustable focusing, along with a textured grip, polyfoam padded lining and an adjustable elastic band to fit heads, helmets, and wrists. Andrew's offers same day 24-hour service.

Circle 307 on Rapid Reply

Monarch Door Control's New Sweets Catalog

Monarch Door Controls announces the release of its new four-color, eight page Sweets Catalog.

The new catalog, featuring Monarch's complete line of durable, functional door closers, includes the 1000, 1200, 1234/45, 2100 and 6100 Series. The catalog describes each door control, outlining its applications, options, adjustments, performance and maintenance procedures.

Monarch Door Closers come in aluminum, bright brass, chrome and bronze finishes and 12 decorator colors including white, red, blue and green.

The door controls fit a wide range of applications from light commercial to heavy traffic installations.

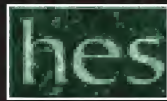


Circle 303 on Rapid Reply



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Rekeyable Padlocks

"With the invention of the rekeyable padlock, a vast new market was opened for the aggressive locksmith offering customized or keyed alike padlocks."



Send your lock and key questions to Jack Roberts, The National Locksmith, 1533 Burgundy Parkway, Streamwood, IL 60107.

by Jack Roberts

Padlock. The word itself denotes a meaning of security, yet the word was not always one word, but two, Pad Lock. Some time in the 1800's, the words were joined, accidentally or intentionally, but as late as 1883, the Eagle Lock Co. listed locks by their descriptive use, hasp, trunk, pad, desk, cabinet, wardrobe, etc.

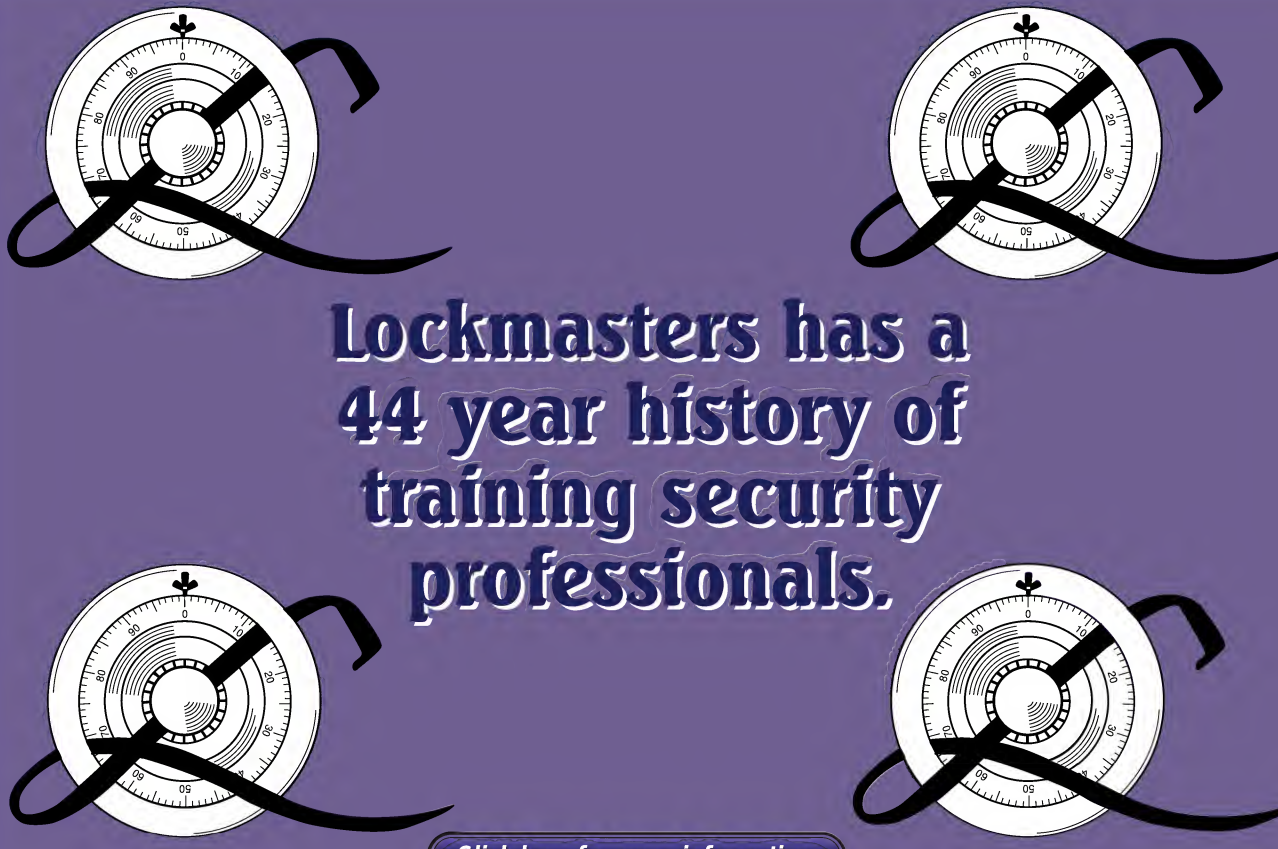
The use of the word, pad, apparently stemmed from the time when thieves were known as "pads" and a lock was designed to be carried by a traveler to protect personal belongings from those pads. Thus, the pad lock was essentially a lock against thieves. (Isn't that what all locks are for?)

Small, transportable, personal, the pad lock became one of the most widely produced and used locks with manufacturers at one time, numbering into the hundreds. Little has changed in the appearance of pad locks throughout the years. Generally a body and a shackle are the main components, but the variations of external and internal

design are countless, and collectors all over the world vie for ownership of padlocks of all kinds.

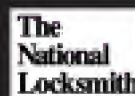
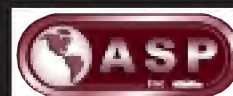
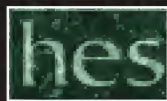
Although locksmiths have always sold padlocks, the competition from other retail outlets and even from the manufacturers who sell padlocks direct to the end user, had been a quasi sundry item for the lockshop. Many attempts were made at practical rekeying. One of the earliest rekeyables was introduced by Frank E. Best under Patent #1,579,632 dated 6 April 1926.

With the invention of the rekeyable padlock, a vast new market was opened for the aggressive locksmith offering customized, masterkeyed or keyed alike



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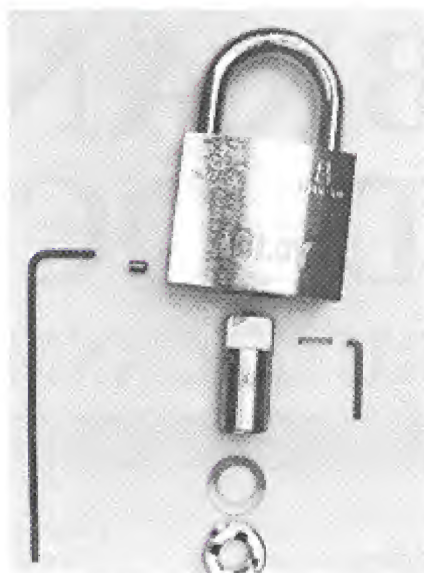
padlocks to customers without the long wait for a factory order.

There are many manufacturers today who offer rekeyables. In this article, we can only present a few, in alphabetical order, with no particular emphasis on any one of the manufacturers. Each padlock has its own place and the locksmith has many options in making recommendations to the customer.

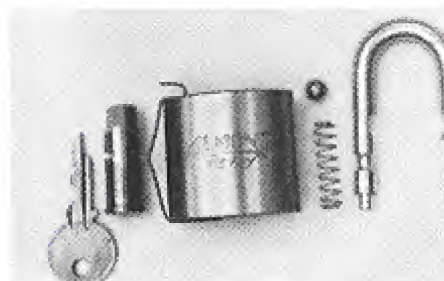
Abloy was first introduced into the U.S.A. as a non-rekeyable manufacturer, but quickly recognized the need to adapt to customer demands, and with some minor engineering, made rekeying an easy task for the dealer or locksmith.

All rekeyable padlocks must have the shackle open to gain access to the plug or the cylinder. Abloy has a retainer screw located at the bottom of the lock body guarded by the long leg of the shackle when the shackle is closed. With the shackle open, a 2 mm hex wrench may be inserted into the access hole and the retainer screw is removed. The shackle is closed and the key turned to the locked position and removed.

The plug retainer is unscrewed from the bottom of the lock body and the plug is removed from its cavity for



1. The Abloy padlock with a removable plug retainer.

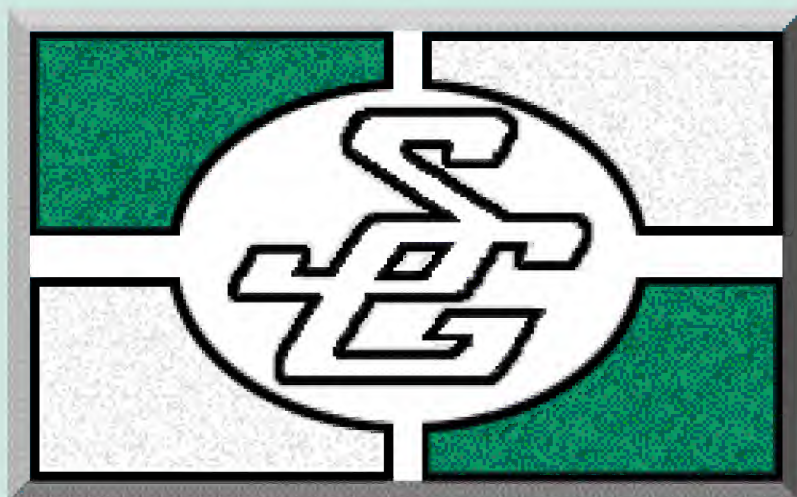


2. An Almont padlock and key with a 3/32" x 3/8" ward cut.

rekeying as desired. (See photograph 1.) Abloy utilizes two steel locking balls for securing the shackle and these may fall out when the plug is removed. A small amount of light grease applied to each ball will assist in holding them in place when the shackle is placed in the closed position. The plug is reinserted into the body. The Abloy padlock does *not* have a shackle spring.

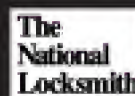
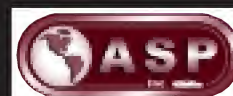
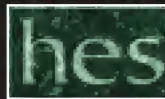
The retainer is then screwed into position and one of the four cutouts is aligned with the body's edge accepting the retainer screw. Insert the proper key, open the shackle and insert the retainer screw through the access hole in the bottom edge of the body. Tighten securely! If a cutout is not properly aligned, the screw will not seat and the shackle will not close to the locked position. Abloy rekeyable padlocks are available with 5/16", 7/16", or 9/16" diameter shackles with 1" or 2" clearance.

Almont "Re-Key" was designed to enable the locksmith to add padlocks to a pin tumbler locking system quickly and easily. Featuring Almont keyway No. 1, Yale 8; No. 2, Kwikset; No. 3, Schlage C; No. 5, Segal 9; No. 6, Ilco 1054K; No. 8, Weiser; and No. 30, Schlage C-K, the Almont will meet most



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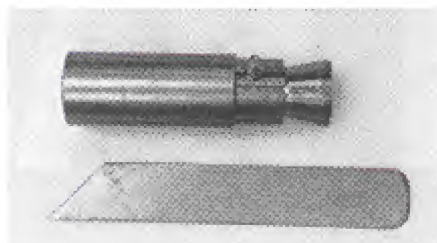


of the day-to-day needs of any locksmith.

To open an Almont for rekeying, an operating key is prepared by cutting or filing a $3/32$ " deep \times $3/8$ " wide ward cut at the tip of the key. (See photograph 2.) The ward cut permits the key to turn past the internal plug retainer. Insert the key and turn the plug approximately 93 degrees clockwise, where a groove in the plug will accept the wire tool, RT112 for $1\frac{1}{2}$ " body; RT134 for $1\frac{1}{4}$ " body, which is non-interchangeable.

The wire tool holds the drivers and springs in place, similar to a follower, while the plug is removed by simply pulling on the key. The wire tool should be held securely in position while removing the plug. The shackle, shackle spring and one retaining ball can be removed if desired. (One retaining ball is held in the body by the wire tool.)

Rekeying/masterkeying is performed in the usual manner. The lock is reassembled by first inserting the shackle spring, shackle and retaining ball, in their respective positions. With the name facing up on the body, align the groove in the plug with the wire tool inserting the plug (without a key) fully into the lock body. Hold the plug firmly in place and withdraw the wire



3. A reloading tool for each keyway is available for Almont padlocks.



4. After the screw is extracted, the cylinder retainer plate on an American Lock Co. padlock can be removed.

tool. Close the shackle, and with the tip of the key, turn the plug to the locked position. The key can now be inserted to open the shackle and the padlock is

ready for service.

This sounds pretty easy, but a first timer, or even an old timer, can lose the drivers and springs if great care is not taken with the wire tool. It should always be held firmly in place when removing or inserting the plug. The lock body with wire tool inserted should be very carefully laid aside while re-pinping the plug.

In the event of an accidental or intentional dropping of the drivers and springs, a reloading tool is available for each keyway manufactured by Almont. The plug of the tool resembles a regular pin tumbler plug. The drivers and springs are loaded into it and held in place by the plug sleeve. (See photograph 3.) Complete step-by-step instructions for loading springs and drivers are included with each reloading tool.

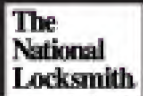
American Lock Co. has available a wide range of keyables with a variety of adaptations for various keyways. American padlocks have a cavity which accepts the cylinder, complete with plug, pins and springs.

Rekeying is accomplished by opening the shackle with a key or picking. The retaining screw is accessed through the open shackle hole and depending on



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the model, is removed with a phillips screwdriver or a 1.5 mm hex wrench. When the screw is extracted, the cylinder plate can be removed and the cylinder will drop out of the body. The 1000 series, has an anodized alloy aluminum body and is available in several colors, for quick identification of guarded areas. (See photograph 4.)

The P400, 500 and 600 models have a plastic trim, or protective bumper that must be removed to gain access to the retainer plate. (See photograph 5.) The 3000 series is an interchangeable core padlock which accepts Arrow, Best, Eagle, Falcon and Lockwood cylinders while the recently introduced 3600 series Multi Cylinder System (see photograph 6) accepts Lori Series A, Medeco and Schlage cylinders. A driver cam is necessary for the type of cylinder used and are available in packs of six or variety packs of 36.

The 700 series round body, can be keyed to other padlocks in the American line and uses the phillips head screw retainer. (See photograph 7.)

Padlocks from American have letters stamped on the back of the lock body. (See photograph 8.) They represent the month and year of manufacture. The wide range of American padlocks enable



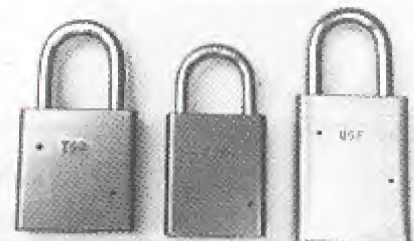
5. The P400, 500 and 600 models have a plastic trim, or protective bumper.



6. The 3600 Series Multi Cylinder system accepts Lori Series A, Medeco, and Schlage cylinders.



7. 700 Series round body padlocks.



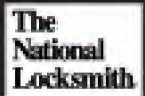
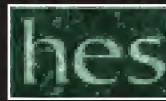
8. American padlocks have letters stamped on the back to represent the month and year of manufacture.

the locksmith to key into virtually any existing locking system.

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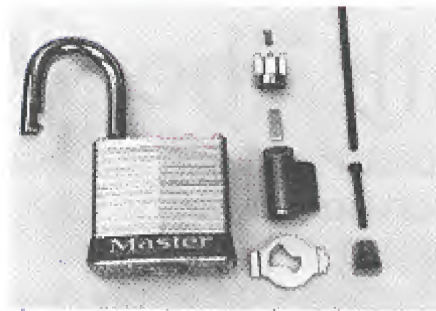


Master Lock Co. offers a rekeyable line which accepts any of the keyways manufactured by Master and the System 29. (See photograph 9.) The rekeyables will accept door lock cylinders from eight of the major lock manufactures including AWI, Corbin, Dexter, Falcon, Medeco, Russwin, Sargent, Schlage, and Weiser.

An adaptor cam is necessary for the type of cylinder to be used and is available in five packs. The #21 (see photograph 10) which is similar in size to the #1, and the #27 (see photograph 11) which is similar in size to the #5, will meet most of locksmiths' needs.

The #220 and #230 round body and the #101 wide body are also available. The #21 and #27 may be ordered without cylinder, and the #21 may be ordered without the cylinder or shackle. Shackles for the #21 may be ordered separately in the four standard sizes offered by Master: 7/8", 1 1/2", 2 1/2" and 5 3/4". This enables the locksmith to customize padlocks to the customer's requirements.

The first step for cylinder removal for service is opening the shackle by an operating key or by picking. The retainer screw, located at the bottom of the open shackle hole, is removed with a



9. Rekeyable padlocks from Master Lock Co.



10. The Master #21 is similar in size to the #1.



11. The #27 is similar in size to the #5.

hex wrench (3/32" for #21, 7/64" for #27, 9/64" for System 29) allowing the cylinder locking nut and plate to be removed from the bottom of the body. The cylinder can then be removed from the body cavity and serviced as necessary.

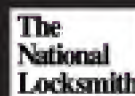
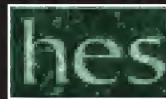
Reassembly of Master padlock keyables consists of inserting the cylinder into the body cavity, (a plug extension

Continued on page 97



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Lori's 1400 Series Padlocks

"In many situations, convenience and security are not at odds, and rekeyability is a plus. Lori's 1400 series padlocks help meet that need."

by Jerome V. Andrews

A store manager is pleased to find that you can give her one key for the front and back doors as well as the stock room storage locks. She's even happier that you were able to master-key the locks so that certain employees could open the front door but not the padlocks.

A bank using file cabinet locking bars to secure certain records has key control trouble. You solve the problem economically with 1400 padlocks using Kaba Gemini cylinders.

A local dairy has always used padlocks on gates and delivery equipment. In the past, they have thrown the

padlocks away when they needed to be changed. You give them padlocks keyed to their masterkey system.

We have all seen similar situations at close hand. Locksmiths have the ability to do things no one else in the hardware business can. Since imagination and versatility are routine, the desire for convenience presents opportunities for profit and customer satisfaction. In many situations, convenience and security are not at odds and rekeyability is a plus. Lori's solid brass, American made 1400 series padlocks are designed to help meet that need.

The 1400 series using the Lori 1591 cylinder is identical to the 1590 (except

LA-LC), but uses a shorter tailpiece. The cylinder is able to be removed for rekeying by unlocking the padlock, reaching through the shackle hole and removing the retainer screw. The cylinder and cylinder retainer will slide out from the bottom of the padlock.

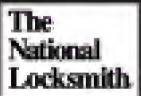
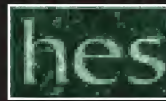
The 1400 series is available in many popular keyways including: Arrow K5, K6, Corbin 60, Dexter 67 (composite), Harloc SE-1 (composite), Kaba High Security, Kwikset (composite), Lori 80, Loricentric, Lori 100/ Harlock 700/ Eagle 11929, Russwin D1, Russwin 981/852, Schlage C, Schlage E, Schlage P (C thru L), Segal 9, Segal (composite), Weiser (com-

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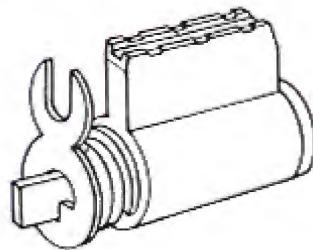


posite), and Yale 8.

The 1400 series will also accept other manufacturers' cylinders. Arrow 6 line knoblock cylinders fit the 1400 series padlock by substituting the Lori "P" tailpiece or by shortening the Arrow tailpiece to the appropriate length. In addition to original Arrow cylinders, original Schlage cylinders will also fit.

The Lori 1590LA-LC cylinder can be modified to fit if you have a Sargent application. This cylinder is manufactured with a special tailpiece and screwed to the back of the plug. This was done to accommodate the slightly longer Sargent LA, LB, or LC keys within the body of the 1590 line. To make a Sargent LA, LB, or LC keyway padlock cylinder, shorten the tailpiece slightly until the cylinder goes all the way into the 1400 padlock body.

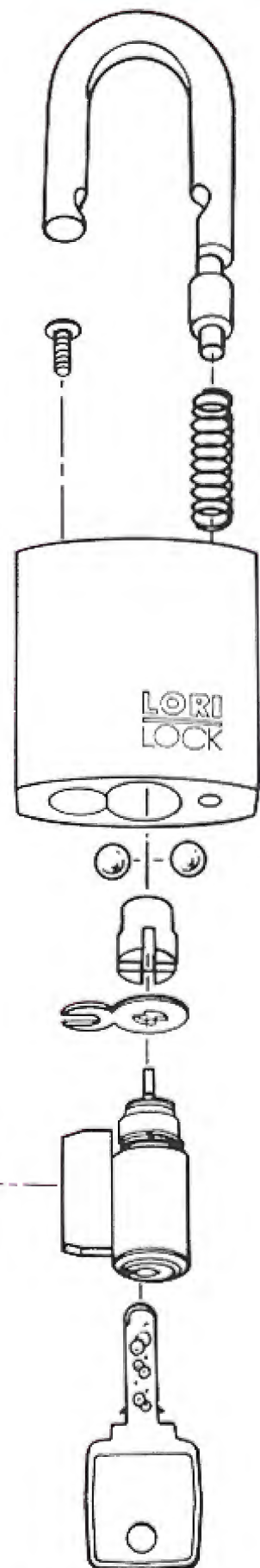
The exploded view helps you grasp the simple, rugged design. The padlocks featuring ball-bearing locking heel and toe for protection against shimmying or rapping are key retaining for maximum security. One of the greatest weaknesses in key systems is the custom of leaving unlocked padlocks lying around. These padlocks are subject to being stolen or "borrowed" for decoding.



It is simple to change a shackle, rekey, replace the cylinder or clean a padlock exposed to the elements. First unlock the lock, reach through the toe hole, and remove the set screw with an allen wrench. Turning the padlock so the shackle points downward while using the key slightly turned, withdraw the cylinder and cylinder retainer together.

To change the shackle or clean the padlock, turn the lock right-side-up and gently tap. The timing washer (figure-8 shaped brass plate), the driver and the two locking balls will fall out. Do this carefully to avoid losing the parts. Once the locking balls are out of position, the shackle and shackle spring can be removed.

If you are replacing a shackle, install the spring and shackle first. The locking balls are then installed through the



cylinder hole. While holding the lock upside-down it may be helpful to put a little dab of white lithium grease on the locking balls before you drop them into

Continued on page 97

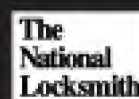
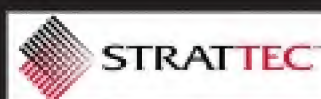
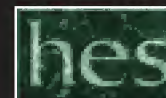
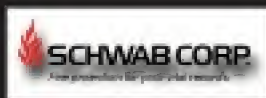


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Padlock

Review

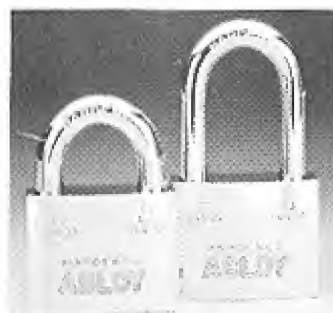
There are many padlocks available in today's market. Therefore, there is certainly a product available to fit any purpose and price range. By being aware of the range of padlocks offered to you, you can best help your customer choose the right product. Here is a good sampling of padlocks. Although there isn't space to show each lock made, this is a good overview. Feel free to circle the numbers of interesting products on the Rapid Reply card. You'll receive information from the manufacturer.

Abloy Disklock Security Locks

The Abloy Disklock models 3585 and 3586 padlocks feature a chrome plated case hardened steel body and a case hardened steel 7/16" shackle with 1" or 2" shackle clearance.

Like all Abloy padlocks, these incorporate heel and toe deadbolt locking design and provide over 9,000 pounds of shackle pull resistance.

Both models feature an 11 disc cylinder and are rekeyable. These padlocks can also be keyed together with any Disklock product.



Circle 232 on Rapid Reply

Security Brass Line From Abus

Abus Lock Company recently introduced the new 87 series brass padlock line. The new Top Security class padlocks feature a solid brass body enclosed in an attractive black industrial strength vinyl sheath.

A special steel alloy hardened to-the-core provides extra shackle strength and is double-bolted with extra strong bolts. The 87 series has a 6 pin solid brass pin tumbler locking mechanism and features a special keyway.



Circle 233 on Rapid Reply

Almont Lock Co.'s 'Re-Key' Padlock

The Re-Key Padlock from Almont Lock Company is so named because it can be re-keyed quickly and easily. A simple tool retains all drivers and springs which permits plug removal with tumblers exposed for instant rekeying.

The Re-Key saves time and work because there's no need for drilling, riveting or grinding.

The key cannot be removed when the padlock is open. Two solid balls are forced into the sides of the shackle when locked. Seven keyways are available.



Circle 234 on Rapid Reply

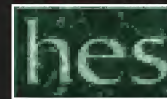
Alten Corporation Padlock Security

Loss Master™ from Alten Corporation, is designed for roll-up type doors using the Todco/Global style latches. Commonly used on light trucking operations and inner city delivery trucks, Loss Master can be used on most swing-out type doors by using the existing hardware if a 2" padlock with a 5/16" shank is used.

Loss Master does not require installation and can easily travel with the driver instead of the truck. It deters theft and tampering by offering solid lock protection.



Circle 235 on Rapid Reply

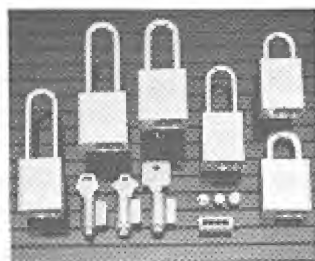


American Lock's New Multi Cylinder

American Lock Company introduces a new economically priced Multi Cylinder Series. All multi cylinder series padlocks are made in the USA.

Series 3200 and 3500 Best™ type are available in solid brass and solid steel and accept Best, Arrow, Falcon®, Eagle and Lockwood cylinders.

Series 3600, 3700 and 3800 are available in solid brass and solid steel accepting Schlage®, Medeco®, and Lori® Series A cylinders.



Baton Lock's New Steel Shackles

Baton Lock and Hardware Company announces stainless steel shackles for the 761 padlock line available in keyed alike or keyed different. Keyed different are carded and sealed for retail.

The shackles have a solid polished brass body with stainless springs and 5 pin mushrooms.



CCL's Series 500 Sesamee Lock

The Series 500 Sesamee, "personal padlock without a key," is constructed with a pressure cast black epoxy body and a hardened steel shackle, by CCL Security.

With over 10,000 possible opening number combinations, that can be easily set or changed by the user, the Sesamee Padlock is particularly suited outdoors where complete safety is needed.

The shackle resists corrosion and will withstand adverse conditions.

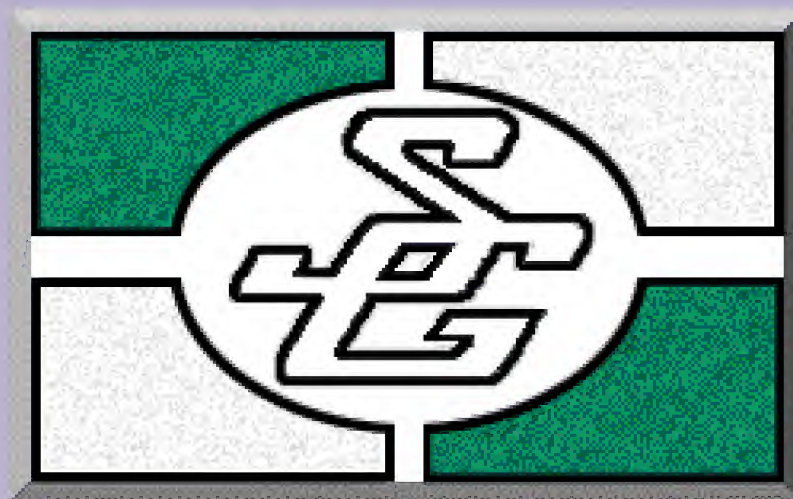


Falcon Lock's Deadlocking Lock

Falcon Lock introduces its No. 255 DL Deadlocking Type padlock manufactured from solid bar stock brass, with chrome plated case-hardened steel shackles.

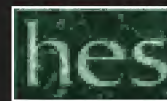
The entire cylinder assembly is removable for easier rekeying or quick cylinder change, while the key is removable in the locked position only.

Padlocks with longer shackles (2" or 6") are available when specified. Specify the quantity, the number and the size of shackle when ordering.



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Hartwell Corp. Adds To Shack'I Shield

The Shack'I Shield® hasp line, from Hartwell Corporation, grows with the addition of the SS250 Series anti-bolt cutter hasp.

Made of hardened plate steel, the SS250 Series hasp is especially designed to accept heavy duty removable core padlocks such as the American 700, Master 29, and Sargent and Greenleaf.

Since padlock shackles vary in length, the hasp comes with an adaptor system that allows the installer to minimize the gap between the frame and door section.



Kryptonite's Cable and Padlock

Kryptonite's cable locks for bicycles and motorcycles, made of high tensile steel aircraft cable, are hard to cut with boltcutters or hacksaws. Self-coiling for easy storage, they are vinyl covered to protect painted surfaces and flexible enough to make awkward lock-up situations easy.

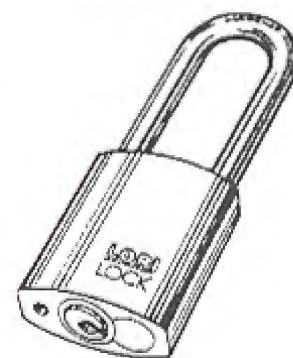
The Kryptonite cable and padlock, 5/16" (8mm) in diameter and 6' long, weighs 1.2 lbs. (.56 kg) and is available in black.



Lori Corporation's 1411 Padlock

Lori Corporation's 1411 series of removable cylinder padlocks are available, with the most popular keyways including Kaba Gemini high security.

Included with each padlock is a short tailpiece to use with Lori's standard 1590 cylinder, although the lock can be ordered less the cylinder. Also, original Schlage and Arrow key-in-knob cylinders can be used, only after shortening their tailpieces.



Master Lock's Utility Padlock

A new utility padlock by Master Lock helps increase security while reducing maintenance costs for vending machines and industrial equipment, such as electric meter rings and boxes, gas, water and steam valves, and commercial refrigerators and deep-freeze units.

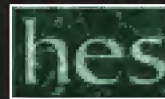
Constructed with a single, case-hardened post shackle, the padlock eliminates the loop of the shackles, which is the part of the lock most susceptible to attack. The 3/8" diameter shackle secures locking holes with 7/16" - 9/16" diameter openings.



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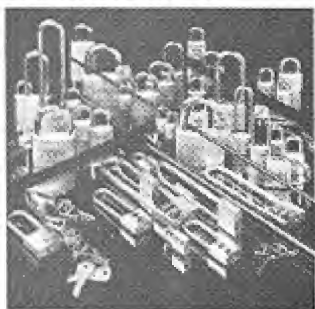
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Papaiz Tetra-Key Padlock System

The Tetra-Key padlock system, designed and developed by Papaiz, is a maximum security padlock with a special cylinder in the form of a cross, and four line pins in each row. This advanced mechanism allows for variations of more than 342 million key codes.

Papaiz, a pioneer in non-ferrous metal technology, is one of the few companies with the resources, technology and expertise necessary to create such high tolerance padlock components from non-ferrous metals.



Sandstrom's New Padlock Protection

Poxylube CP-200 dry film lubricant from Sandstrom Products, keeps key-operated padlocks performing trouble-free, while protecting the inner workings for easier key entry and smoother operation with no film or run off.

Poxylube CP-200 stands up to extreme heat and cold, while not evaporating or attracting dust and dirt. It also prevents the build-up of corrosive agents.



S & G's 8077AB 3-Wheel Padlock

Sargent & Greenleaf's 8077AB is a three-wheel, open shackle padlock, designed to resist forced entry. Recommended for indoor use only, the 8077 offers protection against manipulation, radiographic and surreptitious attack.

The 8077AB offers 125,000 possible combinations easily changed by a key. The combination is changed by inserting the change key and dialing the new combination to the changing index on the lock's front.



Sinox Offers New Padlocks

A 15 combination padlock with a patented resettable mechanism is offered by Sinox.

Padlocks are available in a variety of sizes, shapes and finishes. They are stylishly fashioned with unconventional functional design.

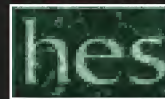


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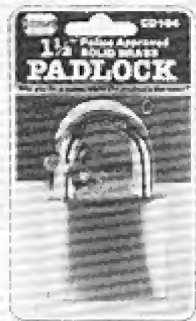


Trans-Atlantic's Brass Padlocks

Trans-Atlantic Co. offers a complete line of blister packed solid brass padlocks available keyed alike or differently, from 3/4"-2".

The padlocks have a heavy duty brass, five pin cylinder, a hardened steel shackle and are constructed to resist picking and forced entry.

Trans-Atlantic Co., offers a complete line of commercial and residential grade builders and security hardware, including locks, hinges, panic devices, door closers and electric strikes.



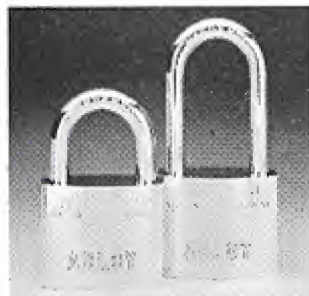
Circle 257 on Rapid Reply

Abloy Disklock Brass Padlocks

The Abloy Disklock models 3545 and 3546 padlocks feature a chrome-plated brass body and a case hardened steel 5/16" shackle with a 1" or 2" shackle clearance.

Like all Abloy padlocks, these incorporate heel and toe deadbolt locking design and provide over 9,000 pounds of shackle pull resistance.

Both models feature the 11 disc cylinder and are rekeyable. These padlocks can also be keyed together with any product in the Abloy Disklock product line.



Circle 258 on Rapid Reply

Abus Granit Rekeyable Padlock

The Abus Granit 36/55 top security class rekeyable padlock is constructed of solid hardened steel and is sheathed in durable black vinyl. Both lock body and extra strong double bolted shackle are made of a superior strength, hardened-to-the-core steel alloy.

The full black vinyl sheath provides excellent protection to the chrome plated body while enhancing the overall appearance.



Circle 259 on Rapid Reply

American Lock's Neon Sign

The American Padlocks neon sign from American Lock Company, features the outline of our flagship Model #700 padlock.

By using the ever-increasing popularity of neon as an identifier, American Padlocks neon is easy to display in either a window or on a wall.



Circle 260 on Rapid Reply

CCL's Sesamee Personal Padlock

The 436 Sesamee all-brass padlock from CCL Security is ideal for outdoor use when complete safety is desired.

Rugged, case hardened steel shackle is zinc-plated to resist corrosion. The Sesamee padlock can be used under all conditions while assuring long satisfactory service.

The "padlock without a key" features easy-to-set opening number combinations that can be changed at any time by the user.



Circle 261 on Rapid Reply

Falcon Lock's Cabinet Door Lock

Falcon Lock introduces its 974 cabinet door lock to use on cabinet or wardrobe doors.

The special long cam, acting as a deadbolt, holds the door in a closed position.

The lock accepts both 6 and 7 pin cores.



Circle 262 on Rapid Reply

Master Lock's Safety Device

The Safety Lockout system from Master Lock helps safeguard work teams from accidental injury and preserve equipment from inadvertent damage.

The No. 420 Safety Lockout secures switches and valves in a neutral or "off" position during system maintenance until all team members are clear of danger. Up to six personal padlocks can be applied to the device and every padlock must be removed before the lockout can be opened to actuate the control. Locks can be color coded by service or department function and tagged for personnel identification.



Circle 263 on Rapid Reply

S & G's Outdoor Padlock

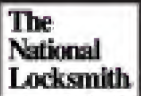
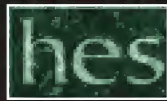
Sargent & Greenleaf introduces its environmental padlock, designed to resist both physical attack and harsh environment.

The padlock has no springs or pins that can stick, rust or fail in adverse environmental situations. It has a disk and spacer design using rotating action for opening.

A complete two year warranty comes with the padlock.



Circle 264 on Rapid Reply



Diskus Padlock By Abus

"All three Diskus padlocks are constructed of high grade stainless steel inside and out, making them ideal for the outdoor including use near salt water."

Designed nearly forty years ago, the Diskus from Abus is the original "round" padlock. The Diskus maximum security padlock does not look like a typical padlock but the design makes it one of the strongest padlocks on the market.

In addition to the original 24/ST/70 Invincible Diskus and the 24/ST/90 Big Diskus, Abus adds the 20/70 Diskus with a pick-resistant disc cylinder to its product line. The round configuration hinders attacks by force. There are no flat surfaces to allow straight-on battering. The shackle retracts into the lock body and the Diskus design allows no space to jimmy.

The Diskus is laser-welded, providing a strength factor making the difference between a solid lock and imitations.

All three Abus Diskus padlocks are constructed of high grade stainless steel inside and out making them ideal for the outdoors including use around salt water.

Another popular application for the Diskus padlocks is car wash coin boxes. The Diskus provides trouble-free high security resistance to water. Mini-storage units provide another application for the Diskus.

All Diskus padlocks are available keyed-different, keyed-alike or master-keyed, providing customers with the

flexibility to order padlocks, tailor-made for virtually any high-security installation.

The Abus 20/ST/70 is an example of high technological application in developing maximum security padlocks. While possessing all of the construction, and physical characteristics of the 24/ST/70, the 20/ST/70 has a set of unique features setting it apart from other padlocks.

The most significant feature of the 20/ST/70 is the pick-resistant Abus-Plus disc cylinder. (See photograph 1.) The stainless steel case leaves no access to the shackle when the lock is in use, offering protection from brute force. It

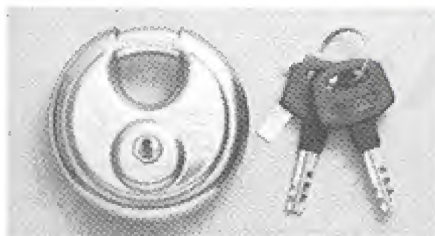
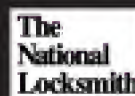
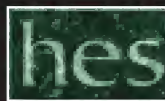


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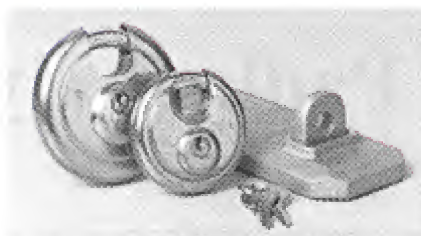
1. Abus Plus disk cylinder and keys.

also has a pick-resistant disk cylinder protecting it against theft.

The shackle, covering more than $\frac{1}{4}$ " of the lock's circle, is secured by having a bolt keep the shackle in the locked position so no force can be applied to the cylinder locking element via the shackle. The shackle is also secured by having the shackle driver work separately but at the same time provide the lock with a second bolt in the locked position. (See photograph 2.)

All Abus Diskus padlocks have this double-locking action, when you turn the key slowly the shackle starts to move with a slight delay. With the first movement of the key, the bolt is withdrawn, and the shackle begins to work.

When it is in the locked position, the shackle opening, hidden in the lock body, is covered with the hardened



2. The shackle driver provides the lock with a second bolt in the locked position.

retaining cover. Stainless steel rust resistance of the lock is also featured.

Abus developed a cylinder with a hardened and drill-resistant retaining cover, corresponding its pick resistance with the mechanical strength against attacks with various tools.

Six active and two passive locking discs provide the cylinder with the pick-resistant feature based on the blind cuts close to the real cuts. When picking the cylinder, the blind cuts mislead the "picker" until finally getting lost in the many key changes. These reflect theoretically the sixth power of six in the case of Abus No. 20/70 with the actual key change possibilities exceeding 30,000. A master locking disc has two real cuts and additional blind cuts.

To complement the lock, a key is made of durable nickel-copper alloy

with an attractive vinyl key head. Each key set consists of two keys and a key code tag bearing the six digit secret code.

Abus offers an Abus-Plus decoder, key cutting device, used on various cutting machines, and a special Abus-Plus key cutting machine, exclusively for Abus-Plus keys, used in Abus Granite and Abus Diskus padlocks.

The Diskus 24/ST/70 and the 24/ST/90 complete Abus' product line. The Diskus 24/ST/70 measures $2\frac{3}{4}$ " in size with a shackle opening $\frac{1}{4}$ " wide and $\frac{1}{4}$ " deep. The shackle diameter is $13/32$ ". It features 4-pin tumblers with anti-pick mushroom pins and bronze springs.

The 24/ST/90 is constructed of stainless steel with nearly 10,000 pounds breaking strength. The welded armor outer shell and laminated steel case inside the lock combine to create a strong padlock. A five-pin tumbler brass cylinder with anti-pick mushroom pins and bronze spring mechanism provides maximum security.

Abus offers an in-store wall or counter display featuring the entire line of Diskus padlocks. Where maximum security is required, Abus offers an answer. ■

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Collateral, Not Credit!

"One young woman has left the same fashion watch with us four times. She keeps locking herself out when she's short of cash. She pays us on payday."



by Sara Probasco

Early in our locksmith business, we perceived the pitfalls of extending credit for emergency services. According to our observations, emergencies solved are soon forgotten, and payment for rescue quickly slides down the pole of priorities, especially when a thin pocketbook is involved. Therefore, we established a policy of

only extending such credit to our most treasured customers and to those who had already established credit with us.

Hovering over this decision was the fact that emergencies, by their very nature, are unexpected. Many persons, failing to prepare sufficiently for the unexpected, are without cash at the crucial point of rescue. We accept checks, with proper identification, and two major credit cards, but we knew some people would be without these in the middle of the night. We needed to find some other alternative if we expected to service late-night calls.

Don quickly arrived at a solution.

"Collateral!" he said. "We'll take something of value to hold until they

pay their bill. If they don't come for it, we can always sell it, as a last resort. I don't see how we can lose—so long as the collateral is worth more than the charges."

The idea seemed simple enough.

I spent part of the next morning lettering a sign which read "Anything Left After 30 Days Will Be Sold For Charges." We promptly hung the sign on the wall behind the cash register.

The first test of our new policy came the following week. We still laugh about it.

Late one night, a college student locked his keys in his car at an all-night cafe. When Don told him the cost of opening the vehicle, he said he had no



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money and asked if he could pay the following day.

"Sorry," said Don. "Not unless you have some kind of security to leave with us."

"Security?"

"You know—something to guarantee payment."

"Oh, security!" He paused for a moment. "I have a social security card. Will that do?"

Don explained more fully.

"How about my girlfriend's watch?" the young man asked. "I think it's a Timex."

Don declined, remembering that the collateral should be worth more than the charges.

"That's probably just as well," the young man replied. "She'd raise cane if I woke her up at this hour to take back her watch."

They finally settled on his class ring, much to the young man's dismay. His obvious concern over forfeiting the ring made us wonder about his intentions toward payment. We should not have worried. By the time Don arrived at the scene, the young man had miraculously produced the cash, keeping his ring. Everyone was happy.

More than a year ago, Don answered a late-night call from a young woman who had lost her keys. Lacking other resources, she reluctantly relinquished her new Rolex wrist watch. She assured him she'd be by the next day to pick it up. When she hadn't come by closing time, we locked up the watch for the night and went home. Later that evening, she came to our house with the money.

"I'll be glad to go down to the store and get it, if you'd like to wait," Don offered.

"No, no. I'll just bring the money by there first thing in the morning," she insisted. That was the last we heard from her.

Although we tried calling, the number she had given us was not hers. It was a girl friend's number. She claimed to seldom see her. I wrote a letter to the address she had given, but received no reply.

When we eventually decided to sell the watch, we learned that it was not a genuine Rolex, but an imported counterfeit worth far less than the amount of her bill. By that time, the batteries had run down, and the watch had ceased to run. We were unable to use it ourselves or sell it as an imitation, without putting out cash for batteries.

"Oh well," Don sighed. "You win some; you lose some." He tossed the

trinket into a box under the front counter.

We had almost forgotten about it when, more than a year later, an elderly woman came into our shop. "I have come to pay my daughter's bill," she said softly, telling me the young woman's name. "I am sorry it is so late." She seemed surprised when I presented her with the watch.

Although I gratefully accepted payment for the service we had rendered, I deleted all late charges from the bill. I was deeply touched that this woman, appearing to be poor, had come in to clear her daughter's obligation.

Around here, watches seem to be the most common form of collateral. One young working woman has left the same fashion watch with us four times. She keeps locking herself out when she's short of cash and deposits the watch with us until payday. Even when new, the time-piece was probably worth less than her bill, but at the time, it was all she had to give us. Now its become something of a tradition because it has sentimental value. At any rate, she doesn't want to lose it. We know she'll be by to pick it up come payday.

Don and I were recently viewing our

Continued on page 98



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Opening 1990 Toyotas

"We spent some time trying the Slim Jim and the Super 'J' button lifting tool. We got frustrated and decided to investigate the problem."



Send your car opening questions to: Shirl Schamp, The National Locksmith, 1533 Burgundy Parkway, Streamwood, IL 60107.

by Shirl Schamp

Toyota vehicles seem to be the most difficult to open in 1989 and 1990. We went to a Toyota dealership and found that on five different models, each one needed its own tool and opening method.

The vehicles mentioned in this article are the Camry, the Supra, Celica, Tercel and pick-up trucks. They are not a total

selection of the Toyota line but encompass the most popular ones.

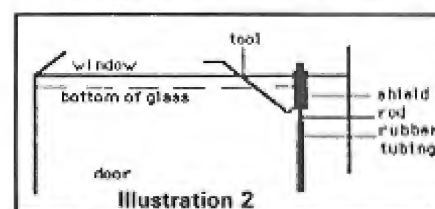
The Camry has a vertical linkage with the button shrouded by a sleeve. The linkage is covered with a hard rubber tube which prevents opening by tools.

We spent some time trying the Slim Jim and the Super "J" button lifting tool, but only frustrated ourselves before we decided to investigate and see what the problem was. Norm was elected to pull the panel. (See photograph 1.) The inside of the door was set up as shown in illustration two.

The only spot where we could contact the linkage was between the shield on the bottom of the button and the



1. The steps involved in pulling the panel.



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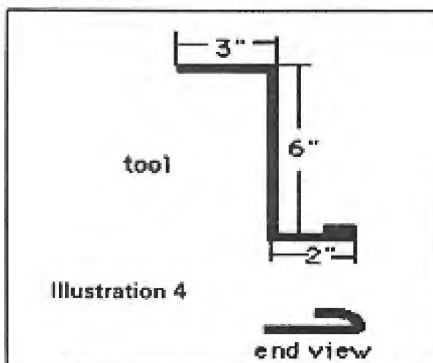
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rubber tubing covering the linkage. We couldn't make this contact with the tools we had available, so Norm fashioned a tool from an $\frac{1}{8}$ " piece of spring steel round stock. (See photograph 3.) Illustration four shows the measurements for this tool.



3. Tool used to contact the linkage.



Place a wedge between the window glass and the door spreading it apart to create a working space, then insert the tool into the door. Only go down into the door enough to clear the bottom of the glass, bringing the tip around until it makes contact with the rod. Move it up and down just a little to connect in the right spot. When you connect with the rod, simply tip the tool back which raises the button. (See photograph 5.)



5. After connecting the tool with the rod, tip the tool back and raise the car's button.

This tool will probably work on different makes and models having a vertical button, but if the bottom of the window is too deep in the door when the window is up, this tool will not work.

To open the Supra, use the across-the-car tool. Instead of using the commercial brand opener, we use our own $\frac{1}{4}$ " mild steel round stock, 6 foot long tool.

With this tool, we are able to go

across the car for the opposite button, and also go inside the door we are working on. The inside locking button mounted on the panel can be released when the top edge of the window can be spread and wedged. It can also be a fishing pole for retrieving keys from the ignition or hooking them up off the seat. We use the handle end of our tool inside the car, which is impossible with commercial tools. Either tape the end of the commercial tool or use a straight rod inside the car.

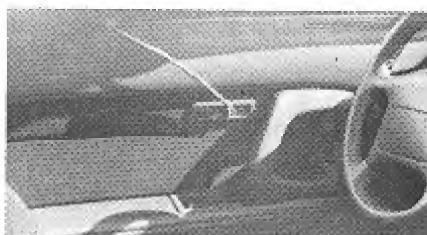
First wedge the driver's window cushioning your pry tool with a rag or at least a business card. Next insert a wedge, then insert the across-the-car tool going either across the car or staying on the side you are working on. (See photograph 6.)

On this car, I prefer the same side door I'm working from. Place the tip against the locking unit latch pulling it back towards the rear of the car. (See



6. After wedging the Supra's window, insert the across the car tool.

photograph 7.) A red or orange flag on the latch is exposed when the door is unlocked.

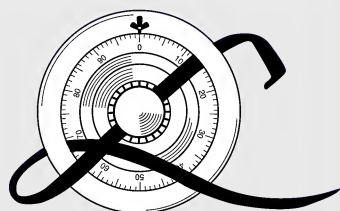


7. Using the tool to release the lock.

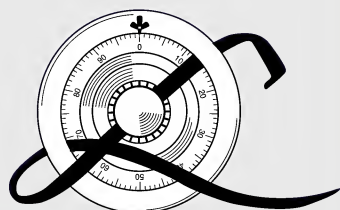


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The Celica is very similar to the Supra with the only difference being a rocker style locking unit rather than a slide style.

This can be a little tricky to do with the tip of the across-the-car tool, (see photograph 8) and I think it's best to work on the same door you are standing at. Having a small hook on the tip of the tool helps you pull back to roll the rocker rather than push forward. When you can see the red or orange flag appear, the door is open. (See photograph 9.)

The Tercel has a horizontal linkage with a square plastic shield sitting over the top of it. The concept taken from the modular locking principal, can make this car extremely difficult to open. We made a special tool for the Tercel designed to come into the door and under the plastic shield cradling it in the open 1 1/2" square space. (See illustration 10.)

Place a wedge between the window glass and the door to provide a comfortable work area. Insert the tool into the door and lower it as far down into the door as possible (see photograph 11), rotating it so the tip is pointed toward the inside of the car. Raise the tool until you've caught the shrouded linkage in the square end of the tool. (See photograph 12.)

After connecting with the shrouded linkage, you should maintain very light contact with it while following the linkage toward the rear of the car until the tool comes to a stop. Maintain this light pressure toward the rear of the car while lowering the tool very slowly until you feel it sort of snap in the direction of the rear of the car. At this point, apply a little more pressure toward the rear because the tool has now come into contact with the bell crank. The car will now open.

On the pickups having a vertical linkage, use a tool made of 1/4" mild steel round stock. It will be important to have a 1 1/2" bend on the tip acting as a large base. This will easily contact the bell crank just under the bottom of a shield located deep into the door.

To start this method, insert a wedge between the window glass and the door, spreading it apart enough to create a comfortable working area. Insert the tool into the door, staying clear of the locking mechanism, until the tool is down into the door. You will want the tip of the tool to be below the bottom of the shield.

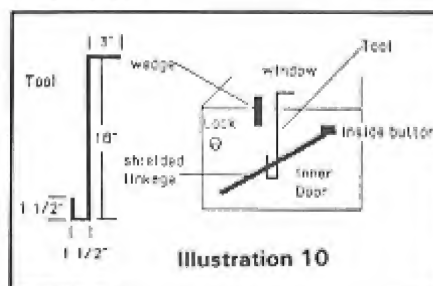
Now bring the tool over until the tip contacts the edge of the door. We bent the tip to create a large base with which to hit the bell crank and to act as a



8. Using wedges and the across-the-car tool on the Celica.



9. The Celica has a rocker style locking unit making opening a little more difficult.



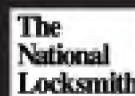
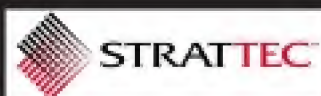
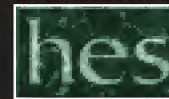
11. Insert the special tool into the Tercel's door and lower it



12. Rotate the tool so the tip points towards the inside of the car.

gauge. Ride the edge of the door upward to position the tool directly under the bell crank.

Do not pull upward hard enough to damage anything, but compared to other openings, this requires a more hefty pull upward to unlock the car. This is why you use the heavier stock to make this tool. By using stock not as strong, it would be prone to give way and lose its shape if pressure is applied. ■



The Employer's Lock

"I was afraid that I'd have master pins all over the place, but this lock has only two .030 master pins used to accomplish this, with a special core."



by Dale Libby

The Employer's Lock gives the customer two levels of security. The first level is the "Lock-Up" level of security, allowing the owner to have a "Master Key" and a "Lock-Up" key.

The first level has always intrigued locksmiths. They wanted to know how to make a cylinder only turn in one direction, while the master key would

turn the lock in both directions. The main suggestion was a stepped plug arrangement.

I have used this method myself in a large institutional environment, where students were only allowed access to certain areas with their keys, while the maintenance and other authorized personnel had complete admittance to all areas under one key.

Master Key 1: 040879
Lock Key 1: 043879

Master Key 2: 040877
Lock Key 2: 043877

Master Key 3: 040857
Lock Key 3: 043857

From the key chart, notice the master key has the third pin chamber at a zero level while the corresponding lock key has a three cut. This would give us a three cut difference between the two keys in one chamber. This is enough to keep the cylinder from turning in both directions when the lock key is used. (See photograph 1.)

The lock key turns only clockwise while the master key turns freely left and right. (See photograph 2.) I wondered if this lock is available with the cylinder cut on the opposite sides, so the lock-up key could turn counter-clockwise.

The way the system is set up now, it would seem only the doors and locks

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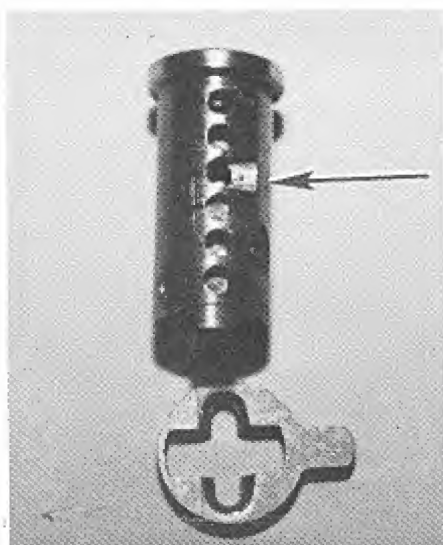
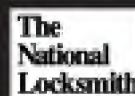
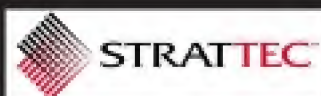
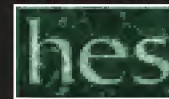
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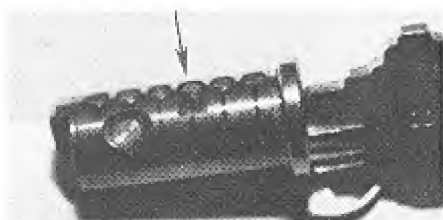
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1. The arrow shows milled flat at the third pin chamber allowing the core to turn clockwise.



2. When Master Key #3 is inserted, the plug will turn in either direction.

using a mortise cylinder with a right turning key, would find this function

workable. If the customer had an AR type lock, this would be crucial. The following is a quote from the *The United States Patent* for this lock device.

Abstract: A lock arrangement is provided which may be actuated by two different keys. A master key may be used to lock and unlock the device. A subordinate key may be used to lock the device only. The lock is of the pin-tumbler type in which the lock's rotatable core plug includes a shallow, longitudinal step groove cut into the top of the core plug. The subordinate key is identical to the master key except that one or more of the subordinate key's bittings is cut deeper than the corresponding groove or grooves on the master key, the additional depth corresponding to the depths of that step. When the master key is inserted in the core plug, the pin tumblers are raised in the normal fashion so that the tops of the pins are even with the shear-line between the core plug and the cylinder. The core plug may then be rotated in either direction. When the subordinate key is inserted in the core plug, one or more of the tumbler pins is raised so that the top of the

pins is located at a point below the shear-line, but at or slightly above the level of the bottom of the step groove. In this manner, the core plug may only be turned in one direction so as to be able to lock, but not unlock the device.

Simple in theory, however, that is not the real mystery of the Employer's Lock. This lock incorporates another interesting feature of holding three complete key changes, both master keys and lock-up keys. I quote the following from the brochure:

Here is how the Employer's Lock works. When a new employee joins your staff, you control his access to your business by issuing either the "manager's" key or the "close-up" key. The close-up key gives you convenience as well as peace of mind by allowing an employee to close-up without the manager's key.

Anytime the employee leaves, even if your keys are returned, your security is jeopardized because of ease of duplication. Of course, if his was the only close-up key, you would have no risk. If the employee has the manager's key, you'd need to change locks for maximum security. Using the key stamped #2, simply make

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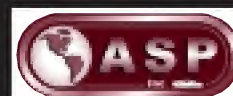
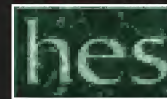
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one full turn, and the key stamped #1 is permanently nonoperative.

A disgruntled employee can be a major security risk, but not if he has only a close-up key. If a new set of keys is needed at any further point, simply use the key that is stamped #3, make one full (right) turn, and you are ready to go!

This is the interesting part of the lock. After changing the lock with the #2 key, both the #2 master key and the #2 lock-up key worked. Both #1 keys did not. When I inserted the #3 key and turned it, both sets of keys—#1 and #2 master and lock-up keys would not operate the cylinder. Interesting, but I was not sure how it worked.

I took apart the cylinder and photographed the results. The cylinder is a high quality Schlage "C" mortise cylinder with an AR tail-piece. Note also the flat cuts on the keys for the last two chambers. This is important for the cylinder to work correctly.

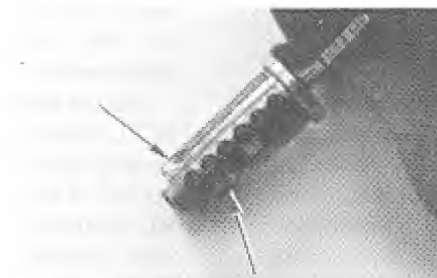
I was afraid that I would have master pins all over the place, but this lock had only two .030 master pins used to accomplish this, along with a specially prepared cylinder core.

The core used is a 6-pin Schlage with the third chamber milled out on the left

side and two specially milled cutouts at the end of the cylinder to capture the two master pins. One is in the fifth chamber, the other is in the sixth. (See photograph 3.) The cutout for the fifth chamber is on the left, and the other for the sixth chamber is on the right at the end of the core. (See photograph 4.)

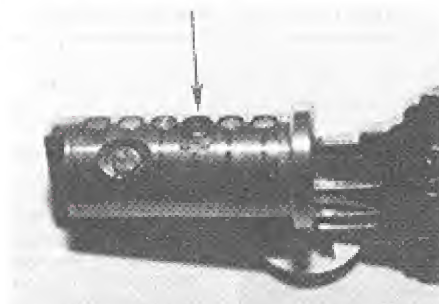


3. Arrow shows milled flat at third chamber. Cutout at sixth position is easily seen.



4. Arrow shows cutout on core to trap top pins.

From the chart, we can see that the keying for the cylinder would be 043857, with a #2 (.030) top pin in both the fifth and sixth chambers. It can be seen that Key #3 is the lowest of the three keys, with the deepest cuts. (See photograph 5.) By using the #3 key before the #2 key in changing the combination, you will lose the #2 key progression.



5. Lock-Up Key #3 is inserted. Note how the third pin is below the regular shear line.

All in all, this is an interesting concept, and the lock and workmanship is done quite well. For further information, please write to either one of the following: Jeri Lock Company, P.O. Box 4871, Oak Brook, IL 60521 or J.L.C. Lock Service, 705 E. Roosevelt Road, Lombard, IL 60148.

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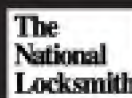
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Talking About Computers

"The salesman was having a close-out on a model that would be considered obsolete in 60 days. I got a good price and have been happy with it for three years."



by Don O'Shall

When we are "talking computers," it is a strange land to the uninitiated. Relating it to cars, gives us a starting point for conversation and communication. (Person-to-person, not modem initiated for you computerheads out there.)

As a car owner, I can tell you that the only time my car ever directly made me money was when I first started my original lock shop and delivered morning papers to make ends meet until it caught on. Since then it feels more like it is costing me money.

So why do I keep driving it? It helps me get where I am going faster and more efficiently...provided I know where I am going.

But am I giving up driving? No. Because even though it really only helps some of the time, I use it daily to go all around my local area, which I know like the back of my hand. It also saves me hours and hours, allowing me,

to use my time for more productive pursuits, such as writing articles.

Although there are cold, wintery battery-don't-work mornings when I feel the best use for a car is as an expensive lawn decoration, for the most part, I have to admit that I like being a car owner.

I like being able to say, "I will be right there" and mean it. I like not having to lug toolboxes around on foot for miles at a time. I like the relaxation my stereo system provides. I like, in short, having a car.

I don't like it when it is unreliable, when I am lost, or when I am stalled in traffic. But it does help a lot more than



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it hurts, so you can call me a "motorist."

Similarly, I am a computerist. I am not one of the computer people...they make and sell the doggone things, and I have no interest in doing that.

I don't drive a Mercedes, and I don't own a 386 machine. I drive an Oldsmobile, not a Yugo, and I run an 8088 based IBM-compatible computer, not a Vic-20. I have a good sound system in my Olds, and have a hard drive in my computer. I pick good channels on the radio to listen to that aren't upsetting or aggravating to me. I purchase software that does what I want it to without a lot of difficulty or aggravation.

I scan the channels frequently, looking for something to listen to. When I find one clear channel, I listen to it, seeing how good the program is. Often I find it is talk radio with a subject infuriating to me.

When I go to a software outlet, I find only one program on the topic I need, and I buy it to see how good it is. Often, I buy it only to find out how bad it is at which I become furious.

There are always bigger, better and more expensive stereos. Also, there are always bigger, better and more expensive software programs.

I got lucky the last time I bought a car. I bought an Oldsmobile which I really liked. I also got lucky buying my first computer. The salesman was having a closeout on a model that would be considered "obsolete" within another 60 days. I got a good price and have been relatively happy with it for three years.

Unfortunately, my Olds is getting some mileage on it and is starting to aggravate me. Unfortunately, my computer does not have enough storage space on it to suit my purposes anymore. The computer is called obsolete because I found that I can't upgrade the system anymore.

When I look at the shiny sports cars and the beautiful luxury sedans in the showroom, I am tempted, particularly when going down the highway and a Porsche blasts by. When I look at the 286 and 386 based machines, I am tempted, particularly when I am indexing or compiling and I think how much faster it would be.

But I really don't want a Porsche. I am not the type of person who would be comfortable on Route I-80 driving 140 m.p.h. I also rarely need to get anywhere that soon.

I honestly do not want a 286 or 386 based machine. I don't play many

popular computer games and compiling and indexing is only necessary once a month, even as much as I use the computer.

Porsches are nice for people with the money to buy them and the guts to drive them the way they are intended to be driven. The 386 based machines are nice for people with the money to buy them, and who will use them to play games. The size of the files involved really shows the true value of a 386 machine.

When a friend of mine got desperate for transportation, I found him a decent running car for under \$1,000. My friend put new tires on the car and will probably invest in a new battery. When my father wanted to computerize his lock shop, I found him a complete system under \$1,000. My father replaced the amber monitor with a CGA color monitor, and he will probably need to

add a larger hard drive soon to accomplish what he wants more efficiently.

One of the things I use my car for is to get to the job. But if I don't know the area, I might lose the call. One of the things I use my computer for is to lay out masterkey charts. But if I didn't know masterkeying, I would be hindered by the lack of knowledge.

When I run out of toilet paper on a cold and rainy night, it is reassuring to know that I can pop into the driver's seat, throw the heater on high, and be back from the convenience store faster than you can say the alphabet in Arabic.

When I am at the tax return deadline, it is reassuring to know I can pop up the accounting program, throw in the tax form editor, and be done before you can calculate the late filing fee.

My car allows me to take night



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service calls. My computer allows me to monitor a card access system I installed. Both allow me to earn extra income, although they don't directly provide it.

When my car breaks down, I need to get it up and running quickly. I keep spare fan belts, a battery charger and jumper cables, radiator sealant, and brake fluid handy.

When my computer breaks down, I need to get it up and running quickly. I keep a spare floppy disk drive, my original DOS disks, special troubleshooting programs, and head cleaner handy.

I have the oil in my car changed and the tires inspected frequently. I check for tire wear and I am careful where I park it. I have a surge protector and an Uninterruptible Power Supply to protect my computer. I check status on certain files frequently and run diagnostics at least once a month.

When, in spite of my best efforts, my car breaks down, I need a reliable mechanic to fix what is actually wrong. It is not easy to find one.

When my computer breaks down, I need a reliable service person, not merely someone who can swap parts. It is not easy to find one. Two servicemen recently told me that my \$400 hard disk was shot, needing to be replaced. The third replaced a \$2.50 chip on the add-on serial card that was the actual problem.

I really need to look for a different car and sell the one I have. I already looked into trading it in and found that dealers are tricky on trade-ins similar to my car. But I am better educated about my needs and the games dealers can play, so perhaps I can negotiate a better deal this time.

I need to look for a different computer with more expansion slots (mine has only two and adding the original hard drive used both of them). Looking at the computer showrooms, convinced me computer salesmen are similar to car dealers.

But I am knowledgeable on computers and wise to the games dealers can play, and this should be able to be in my favor. I have negotiated good deals on several occasions for other people.

One of the tools I use is a "Computer Shopper" magazine. This can be hard to understand for the beginner but it provides prices and availability on a wide variety of products. Unfortunately, many advertisers are somewhat deceptive in their ads.

For example, many ads are aimed at

first-time buyers who are likely to be very price conscious, yet know very little about computer terminology.

A common game they play is to show a complete and assembled system with a color monitor. But the price shown may not include a monitor at all. They may list two 360K drives, not mentioning how many K of RAM are in it. The 360K drives are floppy drives, but nothing can run on your computer with RAM. (Random Access Memory.)

RAM refers to a series of "memory chips" installed to allow your computer to think. Most programs cannot run without a minimum of 256K of RAM while most big, quality programs cannot run without a minimum of 512K of RAM. If you want to efficiently use your computer with a minimum of aggravation, you will need at least 640K of RAM.

Another gimmick is to list all the components in the ad. When you get it, that is what you get...all the components. You must either assemble it yourself or pay someone else to.

One of the best ways to buy a computer system is to buy a base system and upgrade it either by yourself or by a local vendor. Make sure your system is one that can be upgraded and watch out for rake-off vendor pricing. One vendor in my area installs a 20 MEG hard drive for \$70 labor plus the \$810 for the drive itself. I paid \$375 for mine, installed. I can pick up a Seagate drive with installation instructions and all necessary connectors for around \$250.

IBM created the product and market. Today, there are several good products that work as well or better than the IBM lower end machines. On the other hand, if you are looking at a 386 machine, I would suggest you look only at the IBM.

Machines based on the 286 processor are relatively new to the market but have caught on quickly, particularly among game enthusiasts. Many other companies other than IBM, are creating equipment based on it. Not all of them are equal and it is difficult for even a knowledgeable computerist (user) to tell which is which until after he has purchased it. It can then turn out to be a lemon or a goldmine.

The 386 machine, on the other hand, has not caught on, and with talk already heavy of 486 based machines, it is not likely to. One of the problems of all electronics is there is so much technology available, that it is very easy for a product to become obsolete before it is

even on the market.

This is a very good reason to always be just a little bit behind the state-of-the-art. You should wait to see if a product catches on and if support (service, parts and software) becomes readily available. Someone once observed that he who purchases on the cutting edge of technology may be pierced by it and sacrificed upon it.

A good example of this is Adam Osbourne's computer. Among serious computerists, the Osbourne is spoken of reverently, as one might speak of a famous painting or sculpture. Though most agree it was the finest computer ever made, it has been obsolete for longer than most current computerists can remember hearing the words "personal computer." It never gained product support. Its only software is largely what its dedicated user groups have developed.

This brings us to the next stage of education. If you are a beginner, you should consider joining a user's group available in your area. This is a social club built around the particular brand or type of computer. They usually meet about once a month and are an excellent place for you to try out programs someone else has already bought, to see if they are worthwhile for you to purchase and use. Unfortunately, most of these groups are game oriented.

Next, go the library to find out what books on computers, word processing and accounting are available. They can help you learn to use a program you might have and help you evaluate a program you think might be beneficial to you.

Learn to use computers and specific software that will help you. Don't just learn about the computer and programming. Use the menu-driven software.

Use an over-all menu program to run all of the software you purchase. Also use a hard drive not single or double floppies. Floppy drives are important to allow you to load the hard drive but a machine without a hard drive is like a refrigerator without a thermostat. You can use it but it won't help much. It also will take extra time and care.

One of the pitfalls of computerization, especially for the mechanically-oriented individuals, is that we like to figure things out on our own. Figuring things out about the computer, especially programming, can be a real time consuming endeavor.

Continued on page 98

Locksmithing in Poland

"Soft grade coal permeated the air and woke me at night as it was shoveled onto the train. After four days of travel, I would seek out my Polish roots."

by Stan Maziuk, Jr.

The thought of going to Europe was exciting enough. How different would it be? But the question of how our profession functioned in a previously "closed" world was something I wanted to investigate. The International Hardware Fair had its annual show in Cologne, Germany. This is the location of the biggest hardware show in the world.

Four days of the latest products and royal treatment by my friends at Winkhaus were giving way to a trip to the Cologne train station onto a platform due East. A shiny German train was slowing to a halt when suddenly the blue and white cars gave way to a few drab green dinosaurs having a rather chilling look to them. This was the Polish train that I was voluntarily getting on and sleeping in. At this point, I realized the International Hardware Fair had come to an end.

The train meandered through East Germany and southwest Poland. Soft grade coal permeated the air and woke me at night as it was shoveled onto the train. After four days of travel, I would seek my Polish roots and see many sights. The warm hearts of many Poles made their mark on me even though I had only three months of Polish language under my belt.

Now upon my arrival in Warszawa (Warsaw) my search for a Polish locksmith shop would begin. People in my hotel and on the street didn't seem to know where there was an actual *sluszarz* (locksmith), although key cutting (pin tumbler and bit key) establishments were available. Poland does not have Yellow Pages. (Think about how that would change your life.)

A taxi driver took it upon himself to be my guide one afternoon. In what little English he knew, he told me that locksmithing was not an "official" profession, and fixing a lock is something "every Polish man knew how to do." It was an eye opener to see what inter-



On the road again! Stan Maziuk, Jr. (left) and nephew Tom await the ride to Warsaw. (This train was quite an upgrade from the green "dinosaur" that first took them over the border.)

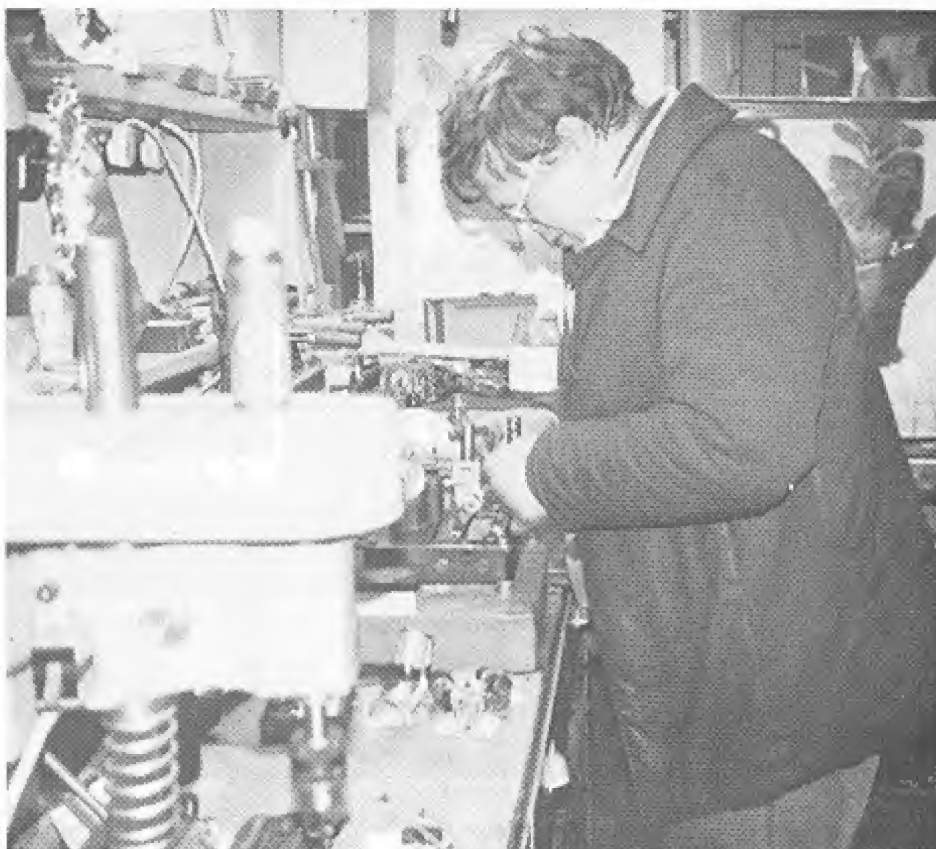


Not a locksmith shop here, but the "lock shelf" of a general soup to nuts store. Note the auxiliary lock, a "bargain" at 43,750 zlotys (approximately \$4.60).

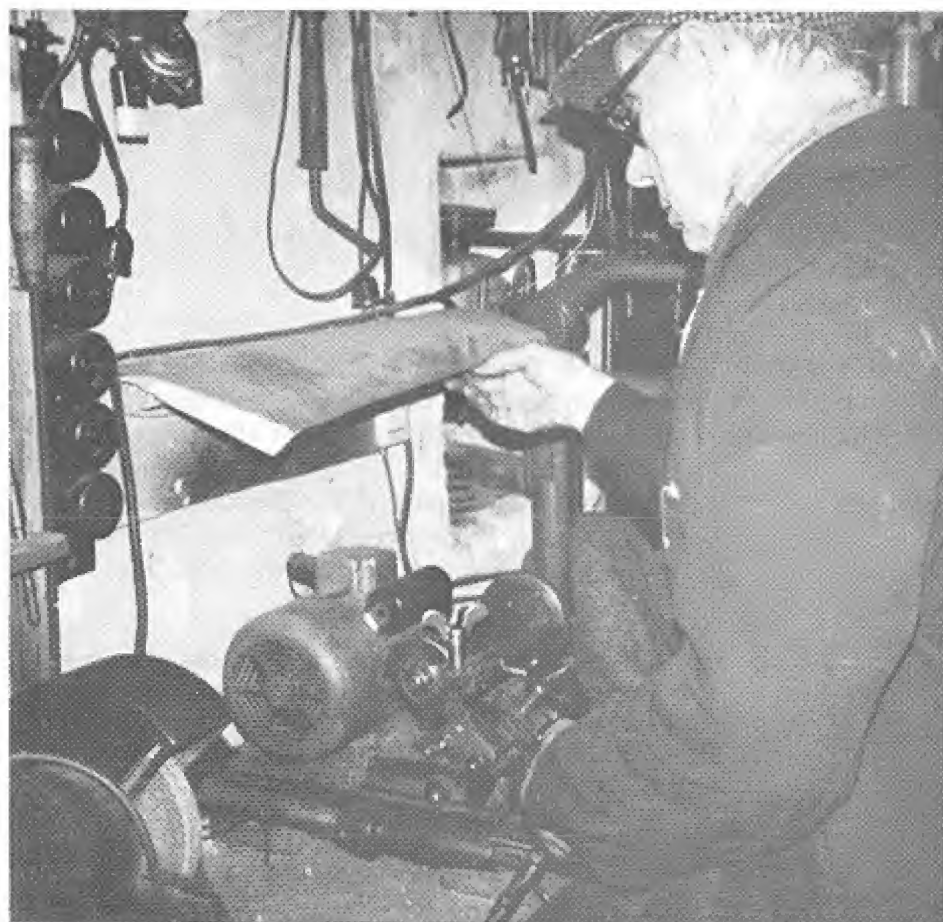
dependent specialists we have become. Nevertheless, Mr. Cab Driver pressed on, found a bicycle shop, but no locksmith shop.

Next, he took me through many tolerated black market centers selling everything from beef to lingerie to motorcycle parts. Finally on a small street I saw the vague familiarity of faded adhesive keys stuck on windows. A walk inside brought back childhood memories. No doubt about it, this was a locksmith shop.

At first, the proprietor seemed a little skeptical. Either he was distrustful or he didn't want to reveal he had vodka for lunch. I'm not sure which. But when I told him I had family in Legnica, Poland (his hometown), I was embraced like a true blood brother. A visit behind the counter showed what many would remember from the 1940's and 1950's. A single manual key machine, lots of old parts and graphite, several small trays and drawers where used tumblers were stored. (A pin kit? Surely you jest!) The interesting thing here was they did only in-shop automotive work. Perhaps the Polish men do fix all their door locks.



Workin' for a living. Cranking out a duplicate in Warsaw.



Warsaw's only Keil automatic, circa 1943.

After several minutes, the man started saying "automat, Prosze Automat" and motioned for me to leave the store with him. Bewildered but determined, I followed him outside and down the street to, believe it or not, another Warsaw locksmith shop. This one was the size of two phone booths, with a proprietor who made my 78 year old father seem like a youngster.

I was hustled behind the counter and there it was. A Keil Automatic machine, similar to the Ileo 2183DM. (The one nobody ever gets rid of.) They proudly proclaimed they had the machine since 1943. Outside of the 220 volt Russian motor, it was as familiar to me as the golden arches or a Chevrolet.

I gave my new friends a VIPS-I pick set. (I thought a pick set that looked like a pen might "travel" a little easier, if you know what I mean.) I'm glad my new locksmith friends now have both an old and new piece of Americana to carry on with.

Poland has some difficult times ahead before the recent changes bring a better life for its people. Maybe a VIPS-I pick set along with a hello from a friendly American made life a little better. I recommend to anyone travelling 100 or 5000 miles, visit a lockshop and be a good will ambassador. You just may make the world a little nicer. ■



Speaking of computers...our readers speak out!

Computerization Helps Locksmith

Dear Marc:

This letter is in response to Jack Suer's letter in the March 1990 issue of *The National Locksmith* about how to find out how much a computer system is going to cost. By opening a Dak Industry catalog, you can buy an IBM compatible, with 64K memory and 20 MB hard-drive, and an inkjet printer, with a drastic price discount.

Computers can add more dollars to my account in 60 days because we use it for masterkeying, code look-up, inventory control, invoicing, fax, and word processing. It has also reduced secretarial time, technicians' time, and my time lost in doing all the above plus speeding up collection of my accounts. Since time is money, I can see the actual, tangible, financial benefits.

Mr. Suer has evidently met some high pressure sales people in the computer field, and I sympathize with him, but I definitely disagree with his statement, computers are "expensive paperweights." I would suggest he attend a series of classes at his local school or library on computer operation, learn how to turn one on and make it work. Once he does a complex master key system, he will find out how valuable his computer is.

It took me almost 10 years of operating without a computer to realize how much I needed one. We now have one in each shop, one in the office and two at home.

Lee Griggs
South Carolina

Advice From A Computerized Locksmith

Dear Marc:

In response to the letters in the March 1990 issue of *The National Locksmith*, I think a computer is worth it. I am just starting locksmithing and computers and I just purchased a portable laptop computer for my lock studies.

To let you know, I can type with one finger and I am writing to you on my word processing program. I am starting a mobile shop and can print invoices with printed customer names in my service vehicle.

I purchased a Perfect Inventory program from Treskat Co., which let's me keep a running inventory of items

below stocking level and custom printed sales slips with item number and descriptions.

I also have spacing and depth and code programs, mailing labels, key blank cross references, and customer and supplier addresses. The main thing is time, time, time. You can save a great deal of time, normally wasted in looking things up in books. The computer does the looking and page turning for you.

A computer is a very easy tool to use. I had no idea how to use one a few months ago and I took no formal training. I taught myself. Most programs tell you exactly how to use them, and ask you what you want to do next. I also became computer literate by letting salesmen tell me about the computers. In the first store, I told the salesman I was a computer idiot, but by the time I hit the 10th store, I told him what I wanted and how much I would spend.

I suggest you rent a plain computer for one month. I looked and found that \$1,200 purchases an IBM compatible computer, keyboard, B&W monitor, and printer. I suggest a clone, with DOS 3.3, 640 K memory and a hard drive.

Darrin E. Wicker
California

Computers Help Locksmith Business

Dear Marc:

In response to your solicitation for responses to Mr. Suer's letter in the March issue regarding computers, I feel that as a practicing locksmith, computer enthusiast, and student of electronic technology, I am qualified to offer an opinion. To the question, "Is it worth it?" an unqualified answer is "Yes."

I use the computer primarily for the word-processing capabilities, for letters, bids, and system documentation. This alone is worth the cost of an entry level system. It presents an image of professionalism, allowing for the easy correction of mistakes, and provides a correspondence record. Misspelled words are easily corrected and multiple copies are easy. Today, I just finished documentation on a masterkey system, and changed the final copy to include key bittings for my personal information. Changes and corrections don't require typing it again.

From reading your letter, it seems

apparent what you need most, is just enough knowledge to decide what you need, and not what is currently in vogue.

Computers all do the same thing—process numerical data. Some take bigger chunks at a time (bits) and some do it faster. But when it gets down to the "nitty-gritty," it is all ones and zeros to the computer. The only difference is the amount, availability and cost of software. This is why the salesman had you start in the software section.

While I think that Ms. Olson's article may be a bit optimistic in terms of dollar amounts, particularly for a small locksmith shop, I do agree with all of her points. In the final analysis, only you can decide what's right for you.

Paul Shriber
Illinois

Dual Position Allows Insight on Computers

Dear Marc:

I would like to reply to Mr. Suer's letter regarding computers. Being both a computer programmer and a locksmith, I know what I am talking about when it comes to combining the two. I have no doubt that Mr. Suer, as well as a great many others, have had some bad experiences when they attempted to research and purchase a computer, souring them on the whole business.

It's sad, but true that it is difficult to get started unless you have a good knowledge of computers or the help of someone who does. If this person makes a living selling computers and software, you may be pressured to buy more than you need. A small business can easily be handled by the original XT model computer, purchased for under \$1,000 including a hard drive and monitor. It's not as fast as a 386-20, but it doesn't cost \$3,000 either. Add a printer and all you need is the software which is actually the most important part.

What do you want the computer to do for you? Each business is unique, having different needs. I wrote my own programs to do just about everything except for payroll, which I don't need. My small one-man business could survive without a computer, but the \$1500 spent allows me to obtain up-to-the-minute inventory reports, current value of my inventory, low running inventory, and customer reports by city, name, or development, in moments.



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I can generate mailing lists to my previous customers, find how much was spent for advertising in a certain month and do business analysis with ease.

I think finding a knowledgeable person to help you is vital to developing a system which will do what you need and grow with you. Perhaps advertising for someone or calling some computer consultant companies would turn up just the person needed. Don't be afraid to ask questions. It's your money and they should be happy to talk to you or else you just call the next firm.

Ted Swirsky
New Jersey

eration costs because all the information was readily available.

As a plus with this system, I have a full price book from Clark Security on the hard disk and can place my order with a push of a few keys on the computer keyboard. This will save me an additional one to five percent on orders.

Most larger corporations have entire management information departments to track the financial position of their companies. Now we, the locksmiths, have the same capabilities within our reach.

James Kleman
California

Locksmith Turns To Computerization

Dear Marc:

In reference to Jack Suers' letter in the March 1990 issue of *The National Locksmith* about computerization of the locksmith, I can readily sympathize with Jack's confusion. I overcame the confusion and cannot believe the difference a computer made in my operation.

After spending almost a year looking at computers and listening to computer salespeople talking in terms I could not make heads nor tails of, I contacted Clark Security Products, asking them if they knew of anyone specializing in locksmith software. They referred me to Jim Sipe of ATL Software in Orange, CA. I called Jim and explained that I knew nothing about computers, DOS, megabytes, etc., and asked if he could help me.

He suggested we come down on a Saturday for a demonstration of his GOFER program, the computer, printer and related hardware. I was very impressed with his presentation, however, I wanted to have all facets of my operation on the computer, including general ledger. He made some suggestions and I bought the entire system from ATL in March 1988.

With a full year on the system, I can honestly say I have no idea why I waited so long to go "on line." I still don't know all of the terms, but my business was efficient and I have a record of all calls we have run, accessible in seconds, also a full bookkeeping system on the computer. My accountant was really impressed at tax time this year and I saved \$100 in tax prep-

Individual Locksmith Must Decide To Computerize

Dear Marc:

To me as a locksmith, it is very handy to have a computer. Is it worth it? It is up to the individual locksmith to say yes or no.

How much you pay for a masterkey program depends on how many times you use the masterkey system and get the cost out of it? Sometimes, as a locksmith you go to a new customer to rekey a few cylinders. After arriving on the job, your customer explains the work and gives you his "masterkey." After reading this masterkey, you realize the depths are not in the right increments of two or higher, but in one increment.

Your computer program will not recognize the incorrect depths. So you can do two things. Tell your customer, as a locksmith, you have to do the whole building on a new master system or you can do the system in the best way you can with your own brains.

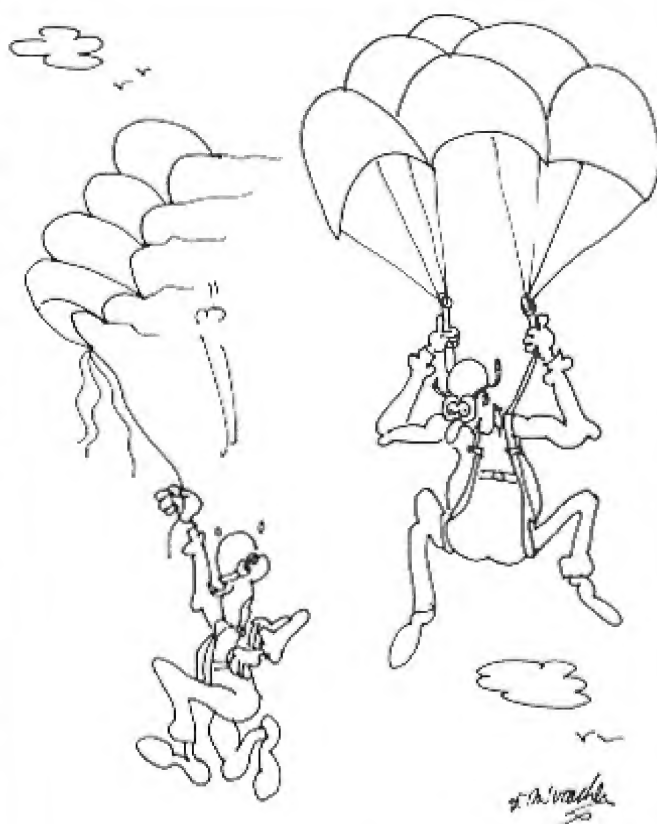
A locksmith can buy a computerized code program but he/she has to realize that this program will be paid by all the code keys cut. Sure the computer works quickly for the code you need that day but when will you need the next code key? To me, if a locksmith shop cut a key by code for a customer twice a week, there could be room for this convenience.

Personally, I use the computer to publish a trade magazine, keeping the mailing list up-to-date, and as a desktop computer.

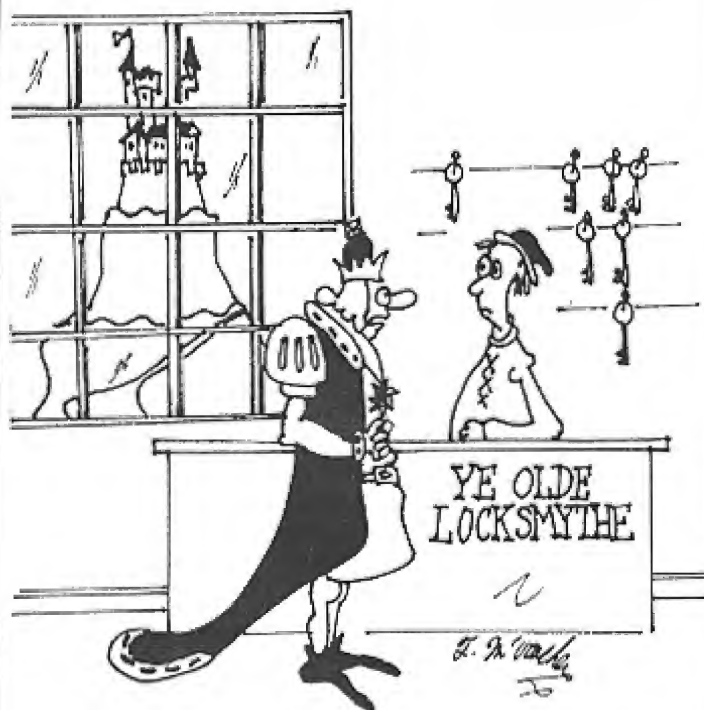
Arnold Sintnicolaas
Canada ■

WIL PICKRITE

I DON'T CARE IF
ONE IS A SCHLAGE & ONE IS A WEISER!
THE BOY AT THE HARDWARE STORE
SAID THEY CAN BE
KEYED ALIKE!



"COULD YOU THROW ME THE CAR KEYS."



"I LOST THE KEYS TO THE KINGDOM."



"I DIDN'T REALIZE THE LOCKSMITHING TEST WOULD
BE THIS TOUGH."

Shop Talk

Helpful Questions and Answers

Shop Talk answers readers questions on any locksmith related topic. Only letters judged to be of general interest will be published. We regret that we cannot answer individual letters. Because of the volume of mail, only those questions published in the magazine will receive answers. Send your locksmith questions to Shop Talk: *The National Locksmith*, 1533 Burgundy Parkway, Streamwood, IL 60107.

Shop Talk has done it again! In last month's issue, Spencer Colquhoun of Connecticut wrote in a question asking for a source to purchase an old Norwalk key blank. Spencer said it is shaped like a Ford key.

Hours after receiving his May issue, Bud Ward of California telephoned our office. Bud has a small supply of three different Norwalk blanks. He said each looks somewhat like a Ford key. Shop Talk has put these two locksmiths in touch with each other. Isn't that great? A brother locksmith over 3,000 miles away had the solution. By the way, Bud said he has those keys in stock for over twenty years without ever cutting one.

Q: I am writing this letter to you hoping you can help me with my problem one locksmith to another. This is my problem:

I would like to know why, when I am impressioning a key in the door from a Chrysler with a sidebar ignition, I have a problem making it work in the ignition. It still works in the door.

*Rosember Davila
Texas*

A: Good question. And this is not an uncommon problem since impressioning a pin tumbler lock, as found in the Chrysler product door, does not always produce an operating key for a disc tumbler lock, such as the ignition lock in the Chrysler tilt wheel column.

As you know, the Chrysler (and American motors) tilt wheel mechanism is built by GM in the Saginaw plant. Although the Chrysler keyway is used, the lock is strictly GM side bar. The

quickest way to solve the problem is to decode the impressioned key and then cut an operating key with your clipper or whichever type of code cutting equipment you may have.

The finished key should operate perfectly in both locks, door and ignition. Since I am not the world's greatest impressioner, I would probably have pulled the wheel, removed the lock and cut the key by code in less time than it would have taken to impression. But, everyone is entitled to his or her own choice. Thanks for the question, and keep on reading *Shop Talk*. 03

Q: I'd like to know where to purchase the Weiser ball nose pins. I have tried many different suppliers, but all I get are the cone-shaped pins, not the Ball nose pins.

*Howard Stickley
Pennsylvania*

A: If you want Weiser pins, you have to buy Weiser pins. Those assortments stating "for Weiser," are assortments of universal pins that were assembled to allow building maintenance personnel to combine a specific manufacturer's lock. Weiser pin kits are available through many distributors.

The pins are available in packages of 100. You should have no trouble finding a Weiser pin kit. I remember when they used to give you a free pin kit, if you purchased two or three cases of deadbolts. 06

Q: Recently I was called to service a 1983 Ford Mercury. The key goes all the way in, but does not turn the cylinder. I tried for 45 minutes without any luck. The owner had sprayed WD-40 in the ignition. I raked with a Ford pick, but could not unlock the steering wheel. I would appreciate any help you can give me.

*Louis Taylor
Louisiana*

A: Time is important and 45 minutes on a lock that definitely has malfunctioned is entirely too much time. If you have the proper key and the lock will not open, something is wrong. Maybe the buzzer has broken off and is embedded at the bottom of the keyway.

If this is the case, take a small amount off the tip of the key, just enough to compensate for the thickness of the piece of buzzer contact, and the key should turn. Remove the lock and service or replace as necessary.

If the buzzer contact is not broken, try feeling with a hook pick, each pin to see if the all operate freely. It could be that one of the them is stuck. Whatever the problem, if it cannot be resolved in a very short time-two or three minutes, I would use the Ford "Disc-Out Kit" (from Aable Locksmiths) and drill that rascal.

The professional way is the quickest way, and the Disc-Out is a professional tool designed to do the job quickly. Try it, you will like it. Thanks for writing to *Shop Talk* and I hope this answer will get that Merc up and running. 03

Q: Why don't you have more articles on starting a locksmith business? You've put an enormous amount of energy into creating a magazine for locksmiths, but I see very little in the way of helping us beginners.

Help us overcome the anxieties of going to a client and feeling insecure about what we're doing. Thank you. Keep up the good work.

*E. Brown Estes, Jr.
Georgia*

A: Wow! Your question may not seem to be a hard one at first glance. But the longer I think about it, the harder the answer becomes. First, I assume you mean to ask: How does one start a new locksmith business? At least that is the question I will try and address here.

We certainly will not be able to cover

all the important points. In fact, there is so much to discuss that we may leave out more than we put in. So I want to invite our readers to write in to *Shop Talk* with their own ideas. How does one start a locksmith business?

I think good training has to come first. Anyone with a few bucks can print business cards and letterhead. But without the proper knowledge, it will be impossible to professionally service the customer. No one wants to be known as a "butcher." We would all rather be proud of our skills.

So the first order of business is to obtain training. The first step for many people is to take a correspondence course with one of the schools offering locksmith education. Thus you can study in the privacy of your own home. However, there are also a number of schools offering hands-on training on commuting or residential basis. Check the "Schools" category in our Locksmith Directory in the December 1989 issue. Or write us for a list.

Assuming that you have completed a course, most successful locksmiths would say that you still might need more training. Advanced courses are available. And, of course, you could work for a locksmith shop to really learn your craft. Join your local locksmith association so that you can take part in their training seminars.

The Associated Locksmiths of America (ALOA) also sponsors training and certification for locksmiths. They are located in Dallas, TX. Just remember, a locksmith never stops learning!

Next you need to decide what type of business you desire. Will you be strictly mobile, or will you want a shop as well? Many people start off mobile because of the lower overhead. If you want a shop, does it need to be in a retail area? Or can you make do in a less expensive industrial location? Will you go after mostly residential or commercial accounts?

Have you decided to become a locksmith in a very rural area where people don't even lock their doors? If so, be prepared for business to be slower than in a security conscious area. Even if you have chosen an area which uses lots of security services, you have to decide if there is a need for another locksmith.

I would say that it takes a population of at least 10,000 people to support a locksmith. If five shops are already sharing a location with only 15,000 in population, perhaps you should consider

moving to another locale.

This is an important point which many people fail to consider. Many individuals choose to become a locksmith and they want to do business from their home. They never take into account whether or not that location would actually be beneficial for a locksmith business.

Virtually all successful franchises, for example, carefully study an area before opening a business there. They will want reason to believe that the area has a good chance to support their business. New locksmiths should do the same if they expect to prosper.

Boy, this has turned into a long answer. And we still have not talked about the equipment needed to open a shop. What tools and machines do you really need to get started? Then there's advertising, insurance needs, accounting practices, computers...etc.

Setting up a locksmith shop can really be a lot of work. But don't let anyone tell you that it's not worth the effort. There are not many jobs which can give you the same satisfaction as locksmithing can. Just be very sure to learn the trade well, get good training and never believe you know it all.

A true locksmith is a craftsman. And a craftsman always wants to be proud of his work.

Q: Enclosed is a photograph of a desk key on new office furniture being installed throughout the offices in a hospital.



Haworth office key blank.

It looks very much like a Yale key and the Y12 blank will fit in the locks but I've looked at all the Yale codes in my code books and have not come across any that corresponds to the codes on the key. I've found that the codes on the keys start with KA and run from 300 to 500. If you or any of the readers can help, it would be greatly appreciated.

Ed Duyka
Texas

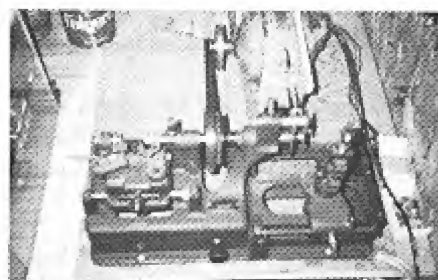
A: The reason that you can't find these codes in the Yale sections, Ed, is because the locks are made by ESP for

Haworth Office Furniture. True, the keyway is Yale (Ilco 01122) and the spacings and depths are similar to Hudson, but the codes are ESP KA.

Spacing is: Shoulder to center of first cut is .125. Cut to cut is .097. The Depths are: 1-.248, 2-.228, 3-.208, 4-.188, and 5-.168. 03

Here are a couple of locksmiths asking for help with information on their old key machines:

The following photo is of an Ilco Minute key machine with the original motor that I got from a customer for payment of a job.



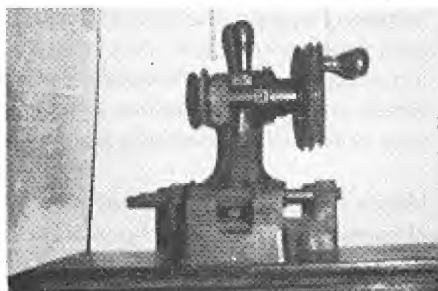
Ilco Minute key machine.

I'm trying to find out how old it is. There is no serial number on the I.D. plate. I called the Ilco Company and they offered me \$125 for it but not much other useful information.

Thank you for any help you can come up with.

LeRoy Gramza
Michigan

The key machine pictured here was purchased by my father before 1918 and was used for many years in his shop in Oswego, NY. This machine has a drop and pivoting head. It was used for a plunge cutting (not a tracer).



Old key machine submitted for identification.

There is no name on it that I can see. It uses a 90 degree file cutter and of course was hand cranked. A picture of the shop shows the machine mounted at about eye level. This made viewing the cutting very easy.

Eugene Mayer
New York



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Letters

Continued from page 10

publication and I dislike the way The International Brotherhood of Independent-Locksmiths' Professional Locksmith Guild is treated in *The National Locksmith*.

In the *Shop Talk* letter from Joseph Dillion (March 1990), this organization, a professional craft organization, did not receive recognition for being in the locksmith industry.

The Certification standards of the guild were passed in 1981, to amend the standards of 1980. The guild was controlled by the United States government at this time and all the designations used were a part of the marks used by this organization, under the government's control.

Since the guild is a "Professional Craft Organization," it does not sell its services to any person and tests locksmith members free of charge and is not a money making business. Since a lot of members of the locksmith guild read your publication, please mention it as an organization in the future.

Herman Teichman
Ohio

Editor's Note: Okay Herman, consider it mentioned.



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Technitips

Continued from page 18

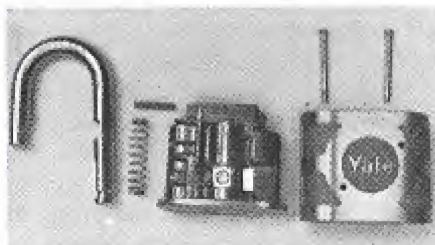
Editor's Note: The four door models can also be opened by manipulating the linkage of the driver's side rear door, approximately level with the bottom of the glass and 2" back from the front of the door. Use a "Z" or hook tool.

Rekeyable Padlocks

Continued from page 33

must be utilized if a 4-pin cylinder is being used, and the correct adaptor must be used with the System 29). Place the cylinder retainer plate into position then insert the retainer nut. Insert the retainer screw and tighten with the proper hex wrench. The padlock is now ready for service. The versatility of the Master line of padlocks affords the locksmith with almost unlimited opportunities to customize a system for a customer.

Major lock companies offer keyable padlocks for their individual lines. However, all of these are not rekeyables and are not always adaptable to keyways of other manufacturers. The Yale 840 is keyable to various Yale keyways. (see photograph 12), however, the first time,



12. The Yale 840 is keyable to various Yale keyways.

disassembly and rekeying is not always a practical operation due to the time involved.

Cash in on rekeyables, there is money to be made. ■

Lori

Continued from page 36

the case. Use a small screwdriver or similar tool to push each of the balls into a hole against either leg of the shackle. The grease will keep the balls from rolling back into the center of the case while the driver is dropped into

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place. Use a screwdriver to check the timing of the driver and leave the padlock in the locked position.

The timing washer is installed next. It is easier to put it on the back of the cylinder being installed. This insures that the washer is installed so the opening turn is clockwise instead of counterclockwise. The cylinder retainer fits over the bible and they slide together into the case.

Check the timing, making sure that the key pulls in the proper position. If the padlock is locked while the key is turned and unlocked at the pull position, this means the cylinder is 90 degrees out of time. Withdraw the cylinder about 1/2", turning the key 90 degrees to the left and pushing the cylinder back in. Finally, install the retainer screw and you're done. ■

Collateral

Continued from page 51

collection of watches and discussing ways to better evaluate the items which we accept as collateral when he received a service call and left the shop.

While he was away, a man came in to ask about having a key made for his motorcycle. I explained that Don was out at the time but could get to it as soon as he returned.

"Would it be alright if I bring it here, where nobody will be messing with it?" the man asked. "Then I could pick it up later in the day."

"Sure," I replied, mentally placing it off to the side where customers could still approach the counter.

He stepped outside and motioned for the driver of a pick-up to pull up in front of our door. In a few minutes, the two men managed to wheel an enormous luxury motorcycle into the store. It monopolized the majority of our in-front-of-the-counter space as they angled it into place.

When Don returned, only a small hitch in his stride betrayed his nonchalance as he climbed over the mechanical monster on his way to the workbench. But there was a twinkle in his eye when he pointed back over his shoulder and said, "Now, that's what I call collateral!" ■

Computers

Continued from page 79

The worst part of this is that it feels like you are doing business-related work when you are doing this. Pretty soon, you could begin to think you are in the computer business instead of the lock business.



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This is especially true of communications software. When you are in the electronic bulletin board, you tell yourself you are going to use it to check for someone selling that part you need to upgrade the machine, so it can be related to business. An hour and a half later, you sign off, feeling as if you had been working.

Similarly, game-playing often passes for work when your employees are on the computer and you are not watching it or them. Games have a definite purpose on computers in the workplace by helping new users overcome their initial fears of the machine. But they must be limited to certain times of the day.

I concentrated on IBM-based computers for two reasons. Currently, serious business users are only using IBM compatible or Macintosh computers. The myriad of machines we saw has diminished to obscurity. Each of these machines has had its dedicated users, similar to the Osbourne. But the compatibles have knocked everything out of the business market except for the Macintosh.

The Macintosh, like a 386-based machine, is an upper end product. It has a definite place among serious users, but is addressed to those willing to spend a bit more for its "luxury." Also, very little outside software has been developed for the MAC, particularly specialty software aimed at locksmiths.

I hope this article will help to close the gap between the computerists and the non-users. And I hope it will guide you to make better use of your time in searching for, buying and using a "personal computer" for your shop.

I apologize to those users tied romantically to "home computers" for use in their shop if this article seems to put down the product. You spent the time, energy and money to learn about the product, and it works well for you. But to make computers viable in today's lockshops requires a faster learning curve and better software available. If you were first becoming computerized today, you would probably not make the same decisions you did when you purchased the machine you are currently using.

I keep a C-24 at home and enjoy it immensely. But I would not try to manage large key control systems on it, write extensive masterkey systems using it, or attempt to use it to monitor card access systems. It is just not enough machine for that purpose. ■



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